"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

	Key Indicator	Measure	Standard		Key Indicator	Measure	Standard	П	Key Indicator	Measure	Standard	Key Indicator	Measure
Flect	ronic Gateway Availability				onic Gateway Availability			E	ectronic Gateway Availability			Electronic Gateway Availability	
GA-1	Gateway Availability - IMA-GUI	Percent	99.25%	11001	one Gateway Avanability			,	Continuo Gateway Availability			<u>Liceronic Sateway Availability</u>	
GA-2	Gateway Availability - IMA-EDI	Percent	99.25%										
GA-3	Gateway Availability - EB-TA	Percent	99.25%										
GA-4	System Availability - EXACT	Percent	99.25%										
								42	Percentage of Time Interface is Available	Percent	99.25%	Percentage of Time Interface is Available - Systems used by both	Percent
									3			the ILEC and CLEC	
											97% in 15	42 Percentage of Time Interface is Available - All other Systems	Percent
								43	Notification of Interoffice Outages	Percent	minutes	43 Notification of Interoffice Outages	Percent
Dro-C	Order/Order			Pro-O	rder/Ordering			D۳	e-Order/Order		minutes	Pre-Order/Order	
TIC	<u> Jidei/Oldei</u>			T IC-U	OSS Interoffice Availability - EASE reported for Consumer and		99.5% - Critical Z Value does		e-order/order			TTe-OTdel/OTdel	
				4	Business	Percent	NOT apply						
				4	OSS Interoffice Availability - EDI reported by protocal (SSL3,FTP,NDM,VAN)	Percent	99.5% - Critical Z Value does NOT apply						
				4	OSS Interoffice Availability - EI/CORBA for Pre-Order	Percent	99.5% - Critical Z Value does NOT apply						
				4	OSS Interoffice Availability - DataGate	Percent	99.5% - Critical Z Value does NOT apply						
				4	OSS Interoffice Availability - Verigate	Percent	99.5% - Critical Z Value does						
				4	OSS Interoffice Availability - LEX	Percent	NOT apply 99.5% - Critical Z Value does						
	<u> </u>			4	OSS Interoffice Availability - RAF - By CLEC	Percent	NOT apply 99.5% - Critical Z Value does						
				4	OSS Interoffice Availability - TOOLBAR	Percent	NOT apply 99.5% - Critical Z Value does						
				4	OSS Interoffice Availability - Order Status	Percent	NOT apply 99.5% - Critical Z Value does						
					·		NOT apply 99.5% - Critical Z Value does						
				4	OSS Interoffice Availability - Trouble Administration	Percent	NOT apply 99.5% - Critical Z Value does						
				4	OSS Interoffice Availability - Provisioning Order Status Pre-Order Backend System Database Query Availability - Address	Percent	NOT apply						
				4.1-P	Verification (South PREMIS - Texas Only) Pre-Order Backend System Database Query Availability - Request	Percent	Diagnostic						
				4.1-P	for Telephone Number (South PREMIS - Texas Only) Pre-Order Backend System Database Query Availability - PIC	Percent	Diagnostic						
				4.1-P	(South PREMIS - Texas Only)	Percent	Diagnostic						
				4.1-P	Pre-Order Backend System Database Query Availability - Request for Summary CSR (3 Texas Regions of CRIS)	Percent	Diagnostic						
				4.1-P	Pre-Order Backend System Database Query Availability - Service Availability (3 Texas Regions of CRIS)	Percent	Diagnostic						
				4.1-P	Pre-Order Backend System Database Query Availability - CLLI (3 Texas Regions of CRIS)	Percent	Diagnostic						
				4.1-P	Pre-Order Backend System Database Query Availability - Due Date (3 Texas Regions of SORD)	Percent	Diagnostic						
				4.1-P	Pre-Order Backend System Database Query Availability - Dispatch Required (South LFACS - Texas Only)	Percent	Diagnostic						
				4.1-P	Pre-Order Backend System Database Query Availability - Loop Make Up Information (Loop Qual)	Percent	Diagnostic						
PO-1	Pre-Order/Order Response Times - Appt Scheduling	Seconds	IMA/EDI = <10	1	Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Service Appointment Scheduling	Seconds	1.0 Second	1	Avg Response Time for OSS Pre-Order Interfaces - Service Appointment Scheduling - Mechanized	Seconds	TBD	Avg Response Time for OSS Pre-Order Interfaces - Service Appointment Scheduling - Mechanized	Seconds
					, and the second			1	Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Service Appointment Scheduling - Manual CSRs - Received Electronically	Percent	95%	Percentage of CSRs Returned within "4" Business Hours for OSS 1 Pre-Order Interfaces - Service Appointment Scheduling - Manual CSRs - Standard	
								1	Percentage of CSRs Returned within "24" Business Hours for OSS Pre-Order Interfaces - Service Appointment Scheduling - Manual CSRs - Fully Manual	Percent	95%	22.00	
PO-1	Pre-Order/Order Response Times - Service Avail.	Seconds	IMA/EDI = 30	1	Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Service Availability	Seconds	6.6 seconds	1	Avg Response Time for OSS Pre-Order Interfaces - Service Availability - Mechanized	Seconds	TBD	1 Avg Response Time for OSS Pre-Order Interfaces - Service Availability - Mechanized	Second
	unu				(Stagator Editor (1901) 1901 1901			1	Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Service Availability - Manual CSRs -	Percent	95%	Percentage of CSRs Returned within "4" Business Hours for OSS 1 Pre-Order Interfaces - Service Availability - Manual CSRs -	Percen
								1	Received Electronically Percentage of CSRs Returned within "24" Business Hours for OSS Pre-Order Interfaces - Service Availability - Manual CSRs - Fully		95%	Standard	
									Manual	Percent		Avg Recogno Time for OCC Pro Order Interference For 1991	
PO-1	Pre-Order/Order Response Times - Facility Avail.	Seconds	IMA/EDI = <25					1	Avg Response Time for OSS Pre-Order Interfaces - Facility Availability - Mechanized	Seconds	TBD	1 Avg Response Time for OSS Pre-Order Interfaces - Facility Availability - Mechanized	Seconds
								1	Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Facility Availability - Manual CSRs - Received Electronically	Percent	95%	Percentage of CSRs Returned within "4" Business Hours for OSS 1 Pre-Order Interfaces - Facility Availability - Manual CSRs - Standard	Percent

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

								3/1/33				JF 3A 3/1/33	
								Percentage of CSRs Returned within "24" Business Hours for OSS Pre-Order Interfaces - Facility Availability - Manual CSRs - Fully Manual	Percent	95%			
PO-1	Pre-Order/Order Response Times - Street Address Validation	Seconds	IMA/EDI = <10	1	Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Address Verification	Seconds	4.7 seconds	Avg Response Time for OSS Pre-Order Interfaces - Address Verification/Dispatch Required - Mechanized	Seconds	TBD	1	Avg Response Time for OSS Pre-Order Interfaces - Address Verification/Dispatch Required - Mechanized	Seconds
								Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Address Verification/Dispatch Required - Manual CSRs - Received Electronically	Percent	95%	1	Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Address Verification/Dispatch Required - Manual CSRs - Standard	Percent
								Percentage of CSRs Returned within "24" Business Hours for OSS Pre-Order Interfaces - Address Verification/Dispatch Required - Manual CSRs - Fully Manual	Percent	95%			
PO-1	Pre-Order/Order Response Times - CSRs	Seconds	IMA/EDI = <12.5	1	Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Request for CSR	Seconds	6.6 seconds	Avg Response Time for OSS Pre-Order Interfaces - Request for Customer Service Record - Mechanized	Seconds	TBD	1	Customer Service Record - Mechanized	Seconds
								Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Request for Customer Service Record - Manual CSRs - Received Electronically	Percent	95%	1	Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Request for Customer Service Record - Manual CSRs - Standard	Percent
								Percentage of CSRs Returned within "24" Business Hours for OSS Pre-Order Interfaces - Request for Customer Service Record - Manual CSRs - Fully Manual	Percent	95%			
PO-1	Pre-Order/Order Response Times - Telephone Number Selection	Seconds	IMA/EDI = <10					Avg Response Time for OSS Pre-Order Interfaces - Request for Telephone Number - Mechanized	Seconds	TBD	1	Avg Response Time for OSS Pre-Order Interfaces - Request for Telephone Number - Mechanized	Seconds
								Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Request for Telephone Number - Manual CSRs - Received Electronically	Percent	95%	1	Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Request for Telephone Number - Manual CSRs - Standard	
								Percentage of CSRs Returned within "24" Business Hours for OSS 1 Pre-Order Interfaces - Request for Telephone Number - Manual CSRs - Fully Manual	Percent	95%			
PO-1	Pre-Order/Order Response Times - Loop Qualification	Seconds	IMA/EDI = 20					-					
								Avg Response Time for OSS Pre-Order Interfaces - Rejected/Failed Inquiries - Mechanized	Seconds	TBD	1	Rejected/Falled Inquiries - Mechanized	Seconds
								Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Rejected/Failed Inquiries - Manual CSRs - Received Electronically	Percent	95%	1	Percentage of CSRs Returned within "4" Business Hours for OSS Pre-Order Interfaces - Rejected/Failed Inquiries - Manual CSRs - Standard	
								Percentage of CSRs Returned within "24" Business Hours for OSS 1 Pre-Order Interfaces - Rejected/Failed Inquiries - Manual CSRs - Fully Manual	Percent	95%			
				1	Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Request for Telephone Number	Seconds	4.5 seconds						
				1	Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Dispatch Required	Seconds	12.6 Seconds						
				1	Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - PIC	Seconds	19.1 seconds						
				1	Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Actual Loop Make Up Information Requested - Actual Data Returned	Seconds	12.6 Seconds						
				1	Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Actual Loop Make Up Information Requested - Design Data Returned	Seconds	23 Seconds						
				1	Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Desing Loop Make Up Information Requested - Design Data Returned	Seconds	10 Seconds						
				1	Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Protocal Translation Time - EDI input messages	Seconds	Diagnostic						
				1	Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Protocal Translation Time - EDI output messages	Seconds	Diagnostic						
				1	Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Protocal Translation Time - CORBA input messages	Seconds	Diagnostic						
				1	Avg Response Time for OSS Pre-Order Interfaces (Datagate/EDI/CORBA/Verigate) - Protocal Translation Time - CORBA output messages	Seconds	Diagnostic						
				1.1	Avg Response Time for Manual Loop Make-Up Information	Days	3 Business Days - Critical Z- value Applies						
				1.2-P	Percent of Loop Make-Up Responses Rejected by Response Type	AGREED TO	O ELIMINATE						
				1.3-P	Accuracy of Actual Loop MakeUp Information Provided for DSL Orders - Provided Manually	Percent	95% or Parity with SWBT DSL Retail or SWBT DSL Affiliate or other CLECs,						
		1					whichever is higher.		1				

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

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1.3-P	Accuracy of Actual Loop MakeUp Information Provided for DSL Orders - Provided Electronically	95% or Parity with SWBT DSL Retail or SWBT DSL Affiliate or other CLECs, whichever is higher.		
1.4-P	Avg Response Time for Missing Actual Loop MakeUp Information- Provided Manually - Mechanized Loop Pre-Qualification Process - FAX/LEX	4 Hours		
1.4-P	Avg Response Time for Missing Actual Loop MakeUp Information - Provided Manually - Mechanized Loop Pre-Qualification Process - EDI/Datagate	4 Hours		
1.4-P	Avg Response Time for Missing Actual Loop MakeUp Information - Provided Manually - Mechanized Loop Pre-Qualification Process - Werigate HH:MM	4 Hours		
1.4-P	Provided Manually - Manual Loop MakeUp Information - FAX/LEX	3 Days		
1.4-P	Avg Response Time for Missing Actual Loop MakeUp Information - Provided Manually - Manual Loop MakeUp Information - Days EDI/Datagate	3 Days		
1.4-P	Provided Manually - Manual Loop MakeUp Information - Verigate	3 Days		
1.4-P	FAX/LEX	4 Hours		
1.4-P	EDI/Datagate	6.6 Seconds		
1.4-P	Verigate	6.6 Seconds		
1.4-P	Process - FAX/LEX	4 Hours		
1.4-P	Process - EDI/Datagate	4 Hours		
1.4-P	Process - Verigate	4 Hours		
1.4-P	FAX/LEX	3 Days		
1.4-P	EDI/Datagate	3 Days		
1.4-P	Verigate	3 Days		
1.4-P	Avg Response Time for Missing Actual Loop MakeUp Information - Provided Electronically - Mechanized Loop MakeUp Information - HH:MM:SS FAX/LEX	4 Hours		
1.4-P	Avg Response Time for Missing Actual Loop MakeUp Information - Provided Electronically - Mechanized Loop MakeUp Information - HH:MM:SS EDI/Datagate	6.6 Seconds		
1.4-P	Avg Response Time for Missing Actual Loop MakeUp Information - Provided Electronically - Mechanized Loop MakeUp Information - Verigate Percent Responses Received within "X" seconds - OSS	6.6 Seconds 90% in 8.0 seconds		
2	Interfaces - Address Verification - Datagate/EDI/CORBA	95% in 12.0 seconds		
2	Percent Responses Received within "X" seconds - OSS Interfaces - Address Verification - Verigate Percent	80% in 5.0 seconds 90% in 7.0 seconds		
2	Percent Responses Received within "X" seconds - OSS Interfaces - Request for Telephone Number - Datagate/EDI/CORBA Percent	90% in 7.0 seconds 95% in 9.5 seconds		
2	Percent Responses Received within "X" seconds - OSS Interfaces - Request for Telephone Number - Verigate Percent	80% in 4.0 seconds 90% in 6.0 seconds		
2	Percent Responses Received within "X" seconds - OSS Interfaces - Request for CSR - Datagate/EDI/CORBA Percent	90% in 8.0 seconds 95% in 13.0 seconds		
2	Percent Responses Received within "X" seconds - OSS Interfaces - Request for CSR - Verigate Percent	80% in 7.0 seconds 90% in 10.0 seconds		
2	Percent Responses Received within "X" seconds - OSS Interfaces - Service Availability - Datagate/EDI/CORBA Percent	90% in 12.0 seconds 95% in 16.0 seconds		
2	Percent Responses Received within "X" seconds - OSS Interfaces - Service Availability - Verigate Percent	80% in 11.0 seconds 90% in 13.0 seconds		

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

## Annual Processor Service Control Co							0,1,00			0. 0.1.0,1,00
			2		Percent					
			2	Percent Responses Received within "X" seconds - OSS	Percent	80% in 2.0 seconds				
				Percent Responses Received within "X" seconds - OSS		90% in 15.0 seconds				
				Interfaces - Dispatch Required - Datagate/EDI/CORBA Percent Responses Received within "X" seconds - OSS						
				Interfaces - Dispatch Required - Verigate	Percent	90% in 19.0 seconds				
Part			2	Interfaces - PIC - Datagate/EDI/CORBA	Percent	95% in 41.0 seconds				
2			2	Interfaces - PIC - Verigate	Percent					
2			2	Interfaces - Actual Loop Make Up Information Requested - Actual	Percent	90% in 15.0 seconds 95% in 25.0 seconds				
Process Report			2	Interfaces - Actual Loop Make Up Information Requested - Actual	Percent					
Prince Report Report Color Color Report Prince Color Report Color			2	Percent Responses Received within "X" seconds - OSS Interfaces - Actual Loop Make Up Information Requested - Design	Percent					
Procest Resource Accordant Principles (Procest Resource Colors) Procest Resource Units Process Resource Units Pro			2	Percent Responses Received within "X" seconds - OSS Interfaces - Actual Loop Make Up Information Requested - Design	Percent					
Percent Recovered Process of Transport Percent Viscource Color			2	Percent Responses Received within "X" seconds - OSS Interfaces - Design Loop Makeup Information Requested - Design	Percent					
Person Register Source (1987)				Percent Responses Received within "X" seconds - OSS						
Percent Flores From Engines Protect Translation Time - EDI Ingrovide - OSS, in a Diliginaria - OSS, in			2	Data Returned - Verigate	Percent					
Percent Not Applicable Percent Not Applicable Percent			2	Interfaces - Protocal Translation Time - EDI Input Message -	Percent					
Percent Responses Received with "X" seconds - OSS Interfaces. Percent County Message Percent C			2	Interfaces - Protocal Translation Time - EDI Input Message -	Percent	Not Applicable				
Percent Responses Received within "X seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition Time - COTab protocal Seconds - GSS reference - Protocal Transition T			2	Percent Responses Received within "X" seconds - OSS Interfaces - Protocal Translation Time - EDI Output Message -	Percent					
Percent Responses Received with "X econds - OSS 2 interfaces - Protocal Translation Time - Cotta Purp Message - Disagnation Time - Cotta Purp Message - Vergate - Verg			2	Percent Responses Received within "X" seconds - OSS Interfaces - Protocal Translation Time - EDI Output Message -	Percent	Not Applicable				
Percent Process Percent Indicates - Process Percent Indicates Percent Indicates - Percent Indicates Percent Indi			2	Percent Responses Received within "X" seconds - OSS Interfaces - Protocal Translation Time - Corba Input Message -	Percent	90% in = Diagnostic 95% in = Diagnostic				
2 Percent Responses Receved within "X seconds - OSS Interfaces - Proceed within "X seconds - OSS Interfaces - P			2	Percent Responses Received within "X" seconds - OSS Interfaces - Protocal Translation Time - Corba Input Message -	Percent	Not Applicable				
PO2- Electronic Flow-Through - All Electronic LSRs - A Resale Unbrundled Loops Bernard PO3- Electronic Flow-Through - All Electronic LSRs - A No. A Percent Bernard Loops			2	Percent Responses Received within "X" seconds - OSS Interfaces - Protocal Translation Time - Corba Output Message -	Percent	90% in = Diagnostic 95% in = Diagnostic				
P0-2- Electronic Flow-Through - All Electronic LSRs - Resale P0-2- Electronic Flow-Through - All Electronic LSRs - LNP P0-2- Electronic Flow-Through - All Flow-through Elgible B B C-2- Electronic Flow-Through - All Flow-through Elgible B B C-2- Electronic Flow-Through - All Flow-through Elgible B B C-2- Electronic Flow-Through - All Flow-through Elgible B B C-2- Electronic Flow-Through - All Flow-through Elgible B B C-2- Electronic Flow-Through - All Flow-through Elgible B B C-2- Electronic Flow-Through - All Flow-through Elgible LNP C-2- E			2	Percent Responses Received within "X" seconds - OSS Interfaces - Protocal Translation Time - Corba Output Message -	Percent	Not Applicable				
Po2-2 Electronic Flow-Through - All Electronic LSRs - Resale Percent Diagnostic Percent Pe			3		AGREED T	O ELIMINATE				
PO2-2 Electronic Flow-Through - All Electronic LSRs - LNP RPO2-2 Electronic Flow-Through - All Flow-through Elgible Resale PO2-2 Electronic Flow-Through - All Flow-through Elgible B LNP RPO2-2 Electronic Flow-Through - All Flow-through Elgible B LNP Resale Po2-2 Electronic Flow-Through - All Flow-through Elgible B LNP Resale Po2-2 Electronic Flow-Through - All Flow-through Elgible B LNP Resale Po2-2 Electronic Flow-Through - All Flow-through Elgible B LNP Resale Po2-2 Electronic Flow-Through - All Flow-through Elgible B LNP Resale Po2-2 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-2 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-2 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-2 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-2 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-2 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-2 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-2 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-2 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-2 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-3 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-4 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-5 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-6 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-6 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-7 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-8 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-9 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-9 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-9 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-9 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-9 Electronic Flow-Through - All Flow-through Elgible B LNP Po2-9 Electronic Flow-Through - All Flow-through Elgible Elgible B LNP Po2-9 Electronic Flow-T		Diagnostic								
PO-2: Electronic Flow-Through - All Electronic LSRs _ LNP PO-2: Electronic Flow-Through - All Electronic LSRs - UNE-P (POTS) PO-2: Electronic Flow-Through - All Flow-through Elgible Resale PO-2: Electronic Flow-Through - All Flow-through Elgible Unbundled Loops Po-2: Electronic Flow-Through - All Flow-through Elgible Resale Po-2: Electronic Flow-Through - All Flow-through Elgible Unbundled Loops Po-2: Electronic Flow-Through - All Flow-through Elgible Resale Po-2: Electronic Flow-Through - All Flow-through Elgible Unbundled Loops Po-2: Electronic Flow-Through - All Flow-through Elgible Research Po-2: Electronic Flow-Through	PO-2- Electronic Flow-Through - All Electronic LSRs - Porcent	Diagnostic								
PO-2- Electronic Flow-Through - All Flow-through Elgible Resale Po-2- Electronic Flow-Through - All Flow-through Elgible Unbundled Loops Po-2- Electronic Flow-Through - All Flow-through Elgible Unbundled Loops Po-2- Electronic Flow-Through - All Flow-through Elgible Unbundled Loops Po-2- Electronic Flow-Through - All Flow-through Elgible Unbundled Loops Po-2- Electronic Flow-Through - All Flow-through Elgible Unbundled Loops Po-2- Electronic Flow-Through - All Flow-through Elgible Unbundled Loops Po-2- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-2- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-2- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-2- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-3- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-4- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-5- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-6- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-7- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-8- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-8- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-8- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-8- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-8- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-8- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-8- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-8- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-8- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-8- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-8- Electronic Flow-Through - All Flow-through Elgible UnBundled Loops Po-8- Electronic Flow-Through - All Flow-through Elgible	PO-2- Electronic Flow-Through - All Electronic LSRs -	Diagnostic								
PO-2- Electronic Flow-Through - All Flow-through Elgible Resale Percent Resale Percent Resale Percent Resale Percent Resale Po-3- Electronic Flow-Through - All Flow-through Elgible Unbundled Loops Electronic Flow-Through - All Flow-through Elgible Unber-P(POTS) Electronic Flow-Through - All Flow-through Elgible	PO-2- Electronic Flow-Through - All Electronic LSRs -	Diagnostic								
PO-2- lectronic Flow-Through - All Flow-through Elgible Unbundled Loops	PO-2- Electronic Flow-Through - All Flow-through Elgible	(Parity								
PO-2- Electronic Flow-Through - All Flow-through Elgible LNP PO-3- Electronic Flow-Through - All Flow-through Elgible UNE-P (POTS) PO-3- Electronic Flow-Through - All Flow-through Elgible UNE-P (POTS) Percent Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Percent Diagnostic Percent Diagnostic Diagnostic Diagnostic Percent Diagnostic	PO-2- Electronic Flow-Through - All Flow-through Elgible Unbundled Loops Percent	Diagnostic (85%								
PO-2- Electronic Flow-Through - All Flow-through Elgible UNE-P (POTS) Percent UNE-P (POTS) Diagnostic 13 Order Process Percent Flow Through - EASE - Resale POTs Percent Parity 4 Percentage of Flow Through Orders - All Electronic Interfaces Percent TBD 4 Percentage of Flow Through Orders - All Electronic Interfaces Percent TBD 4 Percentage of Flow Through Orders - All Electronic Interfaces Percent	PO-2- Electronic Flow-Through - All Flow-through Elgible Percent									
B ONE-F (FOT3) 13 Order Process Percent Flow Through - EASE - Resale POTs Percent Parity 4 Percentage of Flow Through Orders - All Electronic Interfaces Percent TBD 4 Percentage of Flow Through Orders - All Electronic Interfaces Percent	PO-2- Electronic Flow-Through - All Flow-through Elgible	Diagnostic								
13 Order Process Percent Flow Through - EASE - UNE Combos Percent Parity	D UNE-F (FUI-5)	-					4 Percentage of Flow Through Orders - All Electronic Interfaces	Percent	TBD	4 Percentage of Flow Through Orders - All Electronic Interfaces Percent
		1	13	Order Process Percent Flow Through - EASE - UNE Combos	Percent	Parity		<u> </u>		

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

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				13	Order Process Percent Flow Through - EASE - POTS	Percent	Parity							
				13	Order Process Percent Flow Through - EASE - Specials (Resale and UNE Combos)	Percent	Parity							
				13	Order Process Percent Flow Through - EASE - UNE Loops	Percent	Parity							
				13	Order Process Percent Flow Through - EASE - DSL-capable	Percent	Parity							
					loops		-							
_				13	Order Process Percent Flow Through - EASE - Other	Percent	Parity							
				13 13	Order Process Percent Flow Through - LEX - Resale POTs Order Process Percent Flow Through - LEX - UNE Combos	Percent Percent	Parity Parity							
				13	Order Process Percent Flow Through - LEX - POTS	Percent	Parity							
				13	Order Process Percent Flow Through - LEX - Specials (Resale		•							
					and UNE Combos)	Percent	Parity							
				13	Order Process Percent Flow Through - LEX - UNE Loops	Percent	Parity							
				13	Order Process Percent Flow Through - LEX - DSL-capable loops	Percent	Parity							
				13	Order Process Percent Flow Through - LEX - Other	Percent	Parity							
				13	Order Process Percent Flow Through - EDI - Resale POTs	Percent	Parity							
				13	Order Process Percent Flow Through - EDI - UNE Combos	Percent	Parity							
				13	Order Process Percent Flow Through - EDI - POTS	Percent	Parity							
				13	Order Process Percent Flow Through - EDI - Specials (Resale and UNE Combos)	Percent	Parity							
-				13	Order Process Percent Flow Through - EDI - UNE Loops	Percent	Parity							
					-									
				13	Order Process Percent Flow Through - EDI - DSL-capable loops	Percent	Parity							
				13	Order Process Percent Flow Through - EDI - Other	Percent	Parity							
				13.1 13.1	Total Order Process Percent Flow Through - EASE Total Order Process Percent Flow Through - LEX	Percent Percent	Diagnostic					HH		
_				13.1	Total Order Process Percent Flow Through - LEX Total Order Process Percent Flow Through - EDI	Percent	Diagnostic Diagnostic					++		
				10.1	Total Crast Fiscos Force References	. 0.00		Percenta	age of Flow Through Orders - SGT/SOT (including PNP)	.	TDD		Percentage of Flow Through Orders - SGT/SOT (including PNP)	
								4 limit	ited to those currently programmed to flow-through.	Percent	TBD	4	limited to those currently programmed to flow-through.	Percent
									age of Flow Through Orders - SGT/SOT aggregate data	_			Percentage of Flow Through Orders - SGT/SOT aggregate data	
								4 including	ng all service group/service order combinations received electronically	Percent	TBD	4	including all service group/service order combinations received electronically	Percent
PO-3 I	LSR Rejection Notice Interval - Rec'd via IMA	HH:MM	4.5 Hours						electronically				electronically	
	LSR Rejection Notice Interval - Rec'd via EDI	HH:MM												
PO-3 I	LSR Rejection Notice Interval - Rec'd via Fax	HH:MM	24 Hours											
PO-4	LSRs Rejected - Rec'd via IMA	Percent												
PO-4 PO-4	LSRs Rejected - Rec'd via EDI LSRs Rejected - Rec'd via Fax	Percent Percent												
-0-4	Lons Rejected - Nec d via Fax	reiteilt	Diagnostic	9	Percent Rejects	Percent	Diagnostic							
				9.1-P	Percent Rejects - Initial LSR and supplemental LSRs for DSL	Percent	Diagnostic							
				9.1-6	Orders - Initial LSRs	reiteilt	Diagnostic							
				9.1-P	Percent Rejects - Initial LSR and supplemental LSRs for DSL Orders - Supplemental LSRs	Percent	Diagnostic							
					Percent Mechanized Rejects Returned w/in One Hour of Receipt									
				10	of LSR - LEX	Percent	97% w/in 1 Hour							
				10	Percent Mechanized Rejects Returned w/in One Hour of Receipt	Percent	97% w/in 1 Hour							
				10	of LSR - EDI	reiteilt	97 /6 W/III 1 Floui							
				10.1	Percent Manual Rejects Received Electronically and Returned	Percent	97%							
-					within 6 Hours. Percent of Orders that receive SWB Caused Jeopardy									
				10.2-P	Notifications - Jeopardies previously referred to as Rejects	Percent	Diagnostic							
				1	Percent of Orders that receive SWB Caused Jeopardy	_								
				10 2-P		Percent	Diagnostic		l l					
				10.2-P	Notifications - Facilities Jeopardies	Percent	Diagnostic							
				10.2-P	Percent of Orders that receive SWB Caused Jeopardy	Percent	Diagnostic Diagnostic							
				10.2-P	Percent of Orders that receive SWB Caused Jeopardy Notifications - Other SWBT Caused Jeopardies	Percent	Diagnostic							
					Percent of Orders that receive SWB Caused Jeopardy									
				10.2-P	Percent of Orders that receive SWB Caused Jeopardy Notifications - Other SWBT Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardy Notifications - CLEC/End User caused Jeopardies Percent Manual Rejects Received Manually and Returned within 5	Percent Percent	Diagnostic Diagnostic							
				10.2-P 10.2-P 10.3-P	Percent of Orders that receive SWB Caused Jeopardy Notifications - Other SWBT Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardy Notifications - CLEC/End User caused Jeopardies Percent Manual Rejects Received Manually and Returned within 5 Hours	Percent Percent	Diagnostic Diagnostic 97%							
				10.2-P 10.2-P 10.3-P	Percent of Orders that receive SWB Caused Jeopardy Notifications - Other SWBT Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardy Notifications - CLEC/End User caused Jeopardies Percent Manual Rejects Received Manually and Returned within 5 Hours Mean Time to Return Mechanized Rejects - EDI	Percent Percent Percent HH:MM	Diagnostic Diagnostic 97% Diagnostic							
				10.2-P 10.2-P 10.3-P 11	Percent of Orders that receive SWB Caused Jeopardy Notifications - Other SWBT Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardy Notifications - CLEC/End User caused Jeopardies Percent Manual Rejects Received Manually and Returned within 5 Hours Mean Time to Return Mechanized Rejects - EDI Mean Time to Return Mechanized Rejects - LEX	Percent Percent Percent HH:MM HH:MM	Diagnostic Diagnostic 97% Diagnostic Diagnostic							
				10.2-P 10.2-P 10.3-P	Percent of Orders that receive SWB Caused Jeopardy Notifications - Other SWBT Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardies Percent Manual Rejects Received Manually and Returned within 5 Hours Mean Time to Return Mechanized Rejects - EDI Mean Time to Return Mechanized Rejects - LEX Mean Time to Return Rejects that are Received via an Electronic Interface (LEX or EDI)	Percent Percent Percent HH:MM	Diagnostic Diagnostic 97% Diagnostic							
				10.2-P 10.2-P 10.3-P 11 11 11.1	Percent of Orders that receive SWB Caused Jeopardy Notifications - Other SWBT Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardy Notifications - CLEC/End User caused Jeopardies Percent Manual Rejects Received Manually and Returned within 5 Hours Mean Time to Return Mechanized Rejects - EDI Mean Time to Return Mechanized Rejects - LEX Mean Time to Return Merchanized Rejects - LEX Jeopardies - Lectronic Interface (LEX or EDI) Average SWB Caused Jeopardy Notification Interval - Jeopardies	Percent Percent Percent HH:MM HH:MM	Diagnostic 97% Diagnostic Diagnostic Diagnostic 5 Hours							
				10.2-P 10.2-P 10.3-P 11	Percent of Orders that receive SWB Caused Jeopardy Notifications - Other SWBT Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardy Notifications - CLEC/End User caused Jeopardies Percent Manual Rejects Received Manually and Returned within 5 Hours Mean Time to Return Mechanized Rejects - EDI Mean Time to Return Mechanized Rejects - LEX Mean Time to Return Manual Rejects that are Received via an Electronic Interface (LEX or EDI) Average SWB Caused Jeopardy Notification Interval - Jeopardies previously referred to as Rejects	Percent Percent Percent HH:MM HH:MM	Diagnostic Diagnostic 97% Diagnostic Diagnostic							
				10.2-P 10.2-P 10.3-P 11 11 11.1	Percent of Orders that receive SWB Caused Jeopardy Notifications - Other SWBT Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardy Notifications - CLEC/End User caused Jeopardies Percent Manual Rejects Received Manually and Returned within 5 Hours Mean Time to Return Mechanized Rejects - EDI Mean Time to Return Mechanized Rejects - LEX Mean Time to Return Manual Rejects that are Received via an Electronic Interface (LEX or EDI) Average SWB Caused Jeopardy Notification Interval - Jeopardies previously referred to as Rejects Average SWB Caused Jeopardy Notification Interval - Facilities	Percent Percent Percent HH:MM HH:MM	Diagnostic 97% Diagnostic Diagnostic Diagnostic 5 Hours							
				10.2-P 10.2-P 10.3-P 11 11 11.1 11.2-P	Percent of Orders that receive SWB Caused Jeopardy Notifications - Other SWBT Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardy Notifications - CLEC/End User caused Jeopardies Percent Manual Rejects Received Manually and Returned within 5 Hours Mean Time to Return Mechanized Rejects - EDI Mean Time to Return Mechanized Rejects - LEX Mean Time to Return Manual Rejects that are Received via an Electronic Interface (LEX or EDI) Average SWB Caused Jeopardy Notification Interval - Jeopardies previously referred to as Rejects Average SWB Caused Jeopardy Notification Interval - Facilities Jeopardies	Percent Percent HH:MM HH:MM HH:MM HH:MM	Diagnostic Diagnostic 97% Diagnostic Diagnostic 5 Hours Diagnostic Diagnostic							
				10.2-P 10.2-P 10.3-P 11 11 11.1 11.2-P	Percent of Orders that receive SWB Caused Jeopardy Notifications - Other SWBT Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardy Notifications - CLEC/End User caused Jeopardies Percent Manual Rejects Received Manually and Returned within 5 Hours Mean Time to Return Mechanized Rejects - EDI Mean Time to Return Mechanized Rejects - LEX Mean Time to Return Manual Rejects that are Received via an Electronic Interface (LEX or EDI) Average SWB Caused Jeopardy Notification Interval - Jeopardies previously referred to as Rejects Average SWB Caused Jeopardy Notification Interval - Facilities	Percent Percent HH:MM HH:MM HH:MM	Diagnostic Diagnostic 97% Diagnostic Diagnostic 5 Hours Diagnostic							
				10.2-P 10.2-P 10.3-P 11 11.1 11.2-P 11.2-P	Percent of Orders that receive SWB Caused Jeopardy Notifications - Other SWBT Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardy Notifications - CLEC/End User caused Jeopardies Percent Manual Rejects Received Manually and Returned within 5 Hours Mean Time to Return Mechanized Rejects - EDI Mean Time to Return Mechanized Rejects - LEX Mean Time to Return Manual Rejects that are Received via an Electronic Interface (LEX or EDI) Average SWB Caused Jeopardy Notification Interval - Jeopardies Average SWB Caused Jeopardy Notification Interval - Facilities Jeopardies Average SWB Caused Jeopardy Notification Interval - Other SWBT Caused Jeopardy Notification Interval - Other SWBT Caused Jeopardy Notification Interval - Other SWBT Caused Jeopardy Notification Interval - CLEC/End	Percent Percent HH:MM HH:MM HH:MM HH:MM HH:MM	Diagnostic Diagnostic 97% Diagnostic Diagnostic 5 Hours Diagnostic Diagnostic Diagnostic Diagnostic							
				10.2-P 10.2-P 10.3-P 11 11 11.1 11.2-P 11.2-P 11.2-P	Percent of Orders that receive SWB Caused Jeopardy Notifications - Other SWBT Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardy Notifications - CLEC/End User caused Jeopardies Percent Manual Rejects Received Manually and Returned within 5 Hours Mean Time to Return Mechanized Rejects - EDI Mean Time to Return Mechanized Rejects - LEX Mean Time to Return Manual Rejects that are Received via an Electronic Interface (LEX or EDI) Average SWB Caused Jeopardy Notification Interval - Jeopardies previously referred to as Rejects Average SWB Caused Jeopardy Notification Interval - Cter SWBT Caused Jeopardies Average SWB Caused Jeopardy Notification Interval - Other SWBT Caused Jeopardies Average SWB Caused Jeopardy Notification Interval - CLEC/End User caused Jeopardies	Percent Percent HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM	Diagnostic Diagnostic 97% Diagnostic Diagnostic 5 Hours Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic							
				10.2-P 10.2-P 10.3-P 11 11.1 11.2-P 11.2-P 11.2-P	Percent of Orders that receive SWB Caused Jeopardy Notifications - Other SWBT Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardy Notifications - CLEC/End User caused Jeopardies Percent Manual Rejects Received Manually and Returned within 5 Hours Mean Time to Return Mechanized Rejects - EDI Mean Time to Return Mechanized Rejects - LEX Mean Time to Return Mechanized Rejects - LEX Mean Time to Return Manual Rejects that are Received via an Electronic Interface (LEX or EDI) Average SWB Caused Jeopardy Notification Interval - Jeopardies previously referred to as Rejects Average SWB Caused Jeopardy Notification Interval - Tacilities Jeopardies Average SWB Caused Jeopardy Notification Interval - Other SWBT Caused Jeopardies Average SWB Caused Jeopardy Notification Interval - CLEC/End User caused Jeopardies Mechanized USOC Provisioning Accuracy	Percent Percent HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM Percent	Diagnostic Diagnostic 97% Diagnostic Diagnostic 5 Hours Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic Parity							
PO- 10	LSR Accountability	Percent	Diagnostic	10.2-P 10.2-P 10.3-P 11 11 11.1 11.2-P 11.2-P 11.2-P	Percent of Orders that receive SWB Caused Jeopardy Notifications - Other SWBT Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardies Percent of Orders that receive SWB Caused Jeopardy Notifications - CLEC/End User caused Jeopardies Percent Manual Rejects Received Manually and Returned within 5 Hours Mean Time to Return Mechanized Rejects - EDI Mean Time to Return Mechanized Rejects - LEX Mean Time to Return Manual Rejects that are Received via an Electronic Interface (LEX or EDI) Average SWB Caused Jeopardy Notification Interval - Jeopardies previously referred to as Rejects Average SWB Caused Jeopardy Notification Interval - Facilities Jeopardies Average SWB Caused Jeopardy Notification Interval - Other SWBT Caused Jeopardies Average SWB Caused Jeopardy Notification Interval - CLEC/End User caused Jeopardies Mechanized USOC Provisioning Accuracy	Percent Percent HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM	Diagnostic Diagnostic 97% Diagnostic Diagnostic 5 Hours Diagnostic Diagnostic Diagnostic Diagnostic Diagnostic							

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

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PO- 15	Number of Due Date Changes Per Order	Average #	Diagnostic					
PO-5	FOCs on Time - Fully Electronic - IMA LSR	Percent	95% w/in 20					
PO-5	FOCs on Time - Electronic/Manual - EDI LSR -	Percent	minutes 90% w/in 24hrs					
	Resale Res & Bus POTS, ISDN,Centrex FOCs on Time - Electronic/Manual - EDI LSR -							
PO-5	LNP (1-24 lines) FOCs on Time - Electronic/Manual - EDI LSR -	Percent	90% w/in 24hrs					
PO-5	UNE (1-24 loops)	Percent	90% w/in 24hrs					
PO-5	FOCs on Time - Electronic/Manual - EDI LSR - UNE-P (POTS)	Percent	90% w/in 24hrs					
PO-5	FOCs on Time - Electronic/Manual - EDI LSR - Resale ISDN,ISDNPRI,PBX,DS0,DS1,DS3	Percent	90% w/in 48hrs					
PO-5	FOCs on Time - Electronic/Manual - EDI LSR - LNP (25-49 lines)	Percent	90% w/in 48hrs					
PO-5	FOCs on Time - Electronic/Manual - EDI LSR - Resale Centrex, Non-Design, Centrex 21 Basic	Percent	90% w/in 72hrs					
10-3	ISDN, Centrex-Plus, Centron, Centrex Primes	1 ercent	30 /6 W/III / ZIII 3					
PO-5	FOCs on Time - Electronic/Manual - EDI LSR - Resale ISDN-PRI	Percent	90% w/in 96hrs					
PO-5	FOCs on Time - Manual - EDI LSR - Resale Res & Bus POTS, ISDN, Centrex	Percent	90% w/in 48hrs					
PO-5	FOCs on Time - Manual - EDI LSR - LNP (1-24 lines)	Percent	90% w/in 48hrs					
PO-5	FOCs on Time - Manual - EDI LSR - UNE (1-24 loops)	Percent	90% w/in 48hrs					
PO-5	FOCs on Time - Manual - EDI LSR - UNE-P	Percent	90% w/in 48hrs					
PO-5	(POTS) FOCs on Time - Manual - EDI LSR - Resale	Percent	90% w/in 72hrs					
PO-5	ISDN,ISDNPRI,PBX,DS0,DS1,DS3 FOCs on Time - Manual - EDI LSR - LNP (25-49	Percent	90% w/in 72hrs					
PO-5	lines) FOCs on Time - Manual - EDI LSR - Resale	Percent	90% W/III /2IIIS					
PO-5	Centrex, Non-Design, Centrex 21 Basic ISDN, Centrex-Plus, Centron, Centrex Primes	Percent	90% w/in 96hrs					
PO-5	FOCs on Time - Manual - EDI LSR - Resale ISDN- PRI	Percent	90% w/in 120hrs					
PO-5	FOCs on Time - ASRs for LIS Trunks	Percent	85% w/in 8					
			Bus. Days	5	Percent FOCs Returned w/in 24 Hours - Manually Submited -	94%		
				5	Simple Res and Bus Percent FOCs Returned win 24 Hours - Manually Submited - Percent Percent	94%		
					Percent FOCs Peturned w/in 49 Hours Manually Submitted			
				5	Complex Bus (>200 Lines) Percent FOCs Returned w/in < 1 rouse - Manually Submitted - Percent Percent FOCs Returned w/in < 1 rouse - Manually Submitted - Percent	95%		
				5	MBOS related services (Centrex, Plexar I Pkg II, Plexar II, Plexar Percent	Negotiated		
				5	Custom Basic, and DID Trunks) (1-200 lines) Percent FOCs Returned w/in 24 Hours - Manually Submited - Percent	94%		
				5	Percent FOCs Returned w/in 48 Hours - Manually Submited -	95%		
					UNE Loop (> 50 Loops)			
				5	Switch Ports Percent FOCs Returned win 24 Hours - Manually Submited -	94%		
				5	Simple Res and Bus LNP Only (1-19 lines)	94%		
				5	Percent FOCs Returned w/in 48 Hours - Manually Submited - Simple Res and Bus LNP Only (20+ lines)	95%		
				5	Percent FOCs Returned Win 24 Hours - Manually Submited - LNP with Loop (1-19 lines)	94%		
				5	Percent FOCs Returned w/in 48 Hours - Manually Submited - LNP with Loop (20+ lines)	95%		
				5	Percent FOCs Returned w/in 24 Hours - Manually Submitted - LNP Complex Business (1-19 lines) Percent	94%		
				5	Percent FOCs Returned w/in 48 Hours - Manually Submited - LNP	95%		
					Descent FOCe Deturned wife 24 Hours - Manually Submitted - LND	Negotiated with Notification of		
				5	Complex Business (50+ lines)	Timeframe within 24 Hours		
				5	Percent FOCs Returned w/in 24 Hours - Manually Submited - CIA Centrex (1-200 lines)	95% Beginning in Oct '00		
				5	Percent FOCs Returned w/in 48 Hours - Manually Submited - CIA Centrex (200+ lines)	95% Beginning in Oct '00		
				5	Percent FOCs Returned w/in 5 Hours - Electronically Submitted via LEX or EDI - Simple Res and Bus Percent	95%		
				1	via LEX or EDI - Simple Res and Bus			

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

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5	Percent FOCs Returned w/in 24 Hours - Electronically Submitted via LEX or EDI - Complex Bus (1-200 Lines)	rcent	94%		
5	Percent FOCs Returned w/in 48 Hours - Electronically Submitted	rcent	95%		
	via LEX or EDI - Complex Bus (>200 Lines) Percent FOCs Returned w/in <negotiated> - Electronically</negotiated>				
5	Submitted via LEX or EDI - MBOS related services (Centrex,Plexar I Pkg II, Plexar II, Plexar Custom Basic, and DID	rcent	Negotiated		
	Trunks) (1-200 lines)		-		
5	Percent FOCs Returned w/in 5 Hours - Electronically Submitted via LEX or EDI - UNE Loop (1-49 Loops)	rcent	95%		
5	Percent FOCs Returned w/in 48 Hours - Electronically Submitted	rcent	95%		
5	VIA LEX OF EDI - UNE LOOP (≥ 50 LOOPS) Percent FOCs Returned w/in 5 Hours - Electronically Submitted				
	Percent FOCs Peturned w/in 5 Hours Floatronically Submitted		95%		
5	via LEX or EDI - Simple Res and Bus LNP Only (1-19 lines)	rcent	95%		
5	Percent FOCs Returned w/in 48 Hours - Electronically Submitted	rcent	95%		
	via LEX or EDI - Simple Res and Bus LNP Only (20+ lines) Percent FOCs Returned w/in 5 Hours - Electronically Submitted				
5	via LEX or EDI - LNP with Loop (1-19 lines)	rcent	95%		
5	Percent FOCs Returned w/in 48 Hours - Electronically Submitted via LEX or EDI - LNP with Loop (20+ lines)	rcent	95%		
5	Percent FOCs Returned w/in 24 Hours - Electronically Submitted via LEX or EDI - LNP Complex Business (1-19 lines)	rcent	94%		
5	Percent FOCs Returned w/in 48 Hours - Electronically Submitted		0501		
5	via LEX or EDI - LNP Complex Business (20-50 lines)	rcent	95%		
5	Percent FOCs Returned w/in 24 Hours - Electronically Submitted	rcent	Negotiated with Notification of		
-	via LEX or EDI - LNP Complex Business (50+ lines)		Timeframe within 24 Hours		
	Percent FOCs Returned w/in 8 Hours - Electronically Submitted		95% the Average for the last 5% for 95% benchmark or the		
5	via LEX or EDI - Accounts requiring restructuring for Simple Res		last 6% for 94% benchmark		
5	and Bus, UNE Loop (1-49), Switch Ports, Simple Res and Bus LNP		shall not exceed 20% of the		
	Only (1-19 lines), and LNP with Loop (1-19 Loops)		established benchmark, excluding projects.		
	Percent FOCs Returned w/in 24 Hours - Electronically Submited -				
5	CIA Centrex (1-200 lines) Percent FOCs Returned w/in 24 Hours - Electronically Submitted - Percent FOCs Returned w/in 48 Hours - Electronically Submitted -	rcent	95% Beginning in Oct '00		
5	CIA Centrex (200+ lines)	rcent	95% Beginning in Oct '00		
5.1-P	Percent FOCs for XDSL-capable loops and Line sharing Returned within "24" hours - Manually Submitted - UNE XDSL Capable Percent FOCs for XDSL-capable loops and Line sharing Returned within "24" hours - Manually Submitted - UNE XDSL Capable	rcent	94%		
	Loop (1-49) Loops Percent FOCs for XDSL-capable loops and Line sharing Returned				
5.1-P	within "48" hours - Manually Submitted - UNE XDSL Capable Perce	rcent	95%		
	Loop (>49) Loops Percent FOCs for XDSL-capable loops and Line sharing Returned				
5.1-P	within "24" hours - Manually Submitted - Line Sharing (1-49 Loops)	rcent	Diagnostic		
	Percent EOCs for VDSL capable loops and Line charing Peturned				
5.1-P	within "48" hours - Manually Submitted - Line Sharing (>49) Loops	rcent	Diagnostic		
5.1-P	Percent FOCs for XDSL-capable loops and Line sharing Returned within "6" hours - Electronically Submitted - UNE XDSL Capable Percent FOCs for XDSL Capable Percent FOCs for XDSL Capable Percent FOCs for XDSL-capable P	rcent	95%		
5	Loop (1-20) Loops		5576		
5.1-P	Percent FOCs for XDSL-capable loops and Line sharing Returned within "14" hours - Electronically Submitted - UNE XDSL Capable Percent FOCs for XDSL Capable Percent FOCs for XDSL-capable Note of the	rcent	95%		
	Loop (>20) Loops Percent FOCs for XDSL-capable loops and Line sharing Returned				
5.1-P	within "6" hours - Electronically Submitted - Line Sharing (1-49 Perce	rcent	Diagnostic		
	Loops) Percent FOCs for XDSL-capable loops and Line sharing Returned				
5.1-P	within "14" hours - Electronically Submitted - Line Sharing (>49) Loops	rcent	Diagnostic		
5.2-P	Percent FOCs Returned within 7 Days on ASR requests -	rcent	95%		
5.2-P	Percent FOCs Returned within 5 Days on ASR requests -		95%		
	Descent FOCs Peturned within 1 Days on ASP requests				
5.2-P	Unbundled Dedicated Transport - DS1s	rcent	95%		
5.2-P	Percent FOCs Returned within <negotiated> Days on ASR requests - Projects</negotiated>	rcent	Negotiated		
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"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

6	Average Time to Return FOC - Manually Submited - Simple Res and Bus	нн:мм	Diagnostic		
6	Average Time to Return FOC - Manually Submited - Complex Bus (1-200 Lines)	HH:MM	Diagnostic		
6	Average Time to Return FOC - Manually Submited - Complex Bus (>200 Lines)	HH:MM	Diagnostic		
6	Average Time to Return FOC - Manually Submited - MBOS related services (Centrex, Plexar I Pkg II, Plexar II, Plexar Custom	нн:мм	Diagnostic		
6	Basic, and DID Trunks) (1-200 lines) Average Time to Return FOC - Manually Submited - UNE Loop (1-	HH:MM	Diagnostic		
6	49 Loops) Average Time to Return FOC - Manually Submited - UNE Loop (>	HH:MM	Diagnostic		
	50 Loops)		-		
6	Average Time to Return FOC - Manually Submited - Switch Ports Average Time to Return FOC - Manually Submited - Simple Res	HH:MM	Diagnostic		
6	and Bus LNP Only (1-19 lines) Average Time to Return FOC - Manually Submited - Simple Res	HH:MM	Diagnostic		
6	and Bus LNP Only (20+ lines) Average Time to Return FOC - Manually Submited - LNP with	HH:MM	Diagnostic		
6	Loop (1-19 lines) Average Time to Return FOC - Manually Submited - LNP with	HH:MM	Diagnostic		
6	Loop (20+ lines) Average Time to Return FOC - Manually Submited - LNP	HH:MM	Diagnostic		
6	Complex Business (1-19 lines) Average Time to Return FOC - Manually Submitted - LNP	HH:MM	Diagnostic		
6	Complex Business (20-50 lines)	HH:MM	Diagnostic		
6	Average Time to Return FOC - Manually Submited - LNP Complex Business (50+ lines)	HH:MM	Diagnostic		
6	Average Time to Return FOC - Manually Submitted - CIA Centrex (1-200 lines)	HH:MM	Diagnostic		
6	Average Time to Return FOC - Manually Submited - CIA Centrex (200+ lines)	HH:MM	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - Simple Res and Bus	HH:MM	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - Complex Bus (1-200 Lines)	HH:MM	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - Complex Bus (>200 Lines)	нн:мм	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - MBOS related services (Centrex,Plexar I Pkg II, Plexar II, Plexar Custom Basic, and DID Trunks) (1-200 lines)	нн:мм	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - UNE Loop (1-49 Loops)	нн:мм	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - UNE Loop (≥ 50 Loops)	нн:мм	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - Switch Ports	HH:MM	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - Simple Res and Bus LNP Only (1-19 lines)	HH:MM	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - Simple Res and Bus LNP Only (20+ lines)	HH:MM	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - LNP with Loop (1-19 lines)	HH:MM	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - LNP with Loop (20+ lines)	HH:MM	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - LNP Complex Business (1-19 lines)	HH:MM	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - LNP Complex Business (20-50 lines)	нн:мм	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - LNP Complex Business (50+ lines)	HH:MM	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - Accounts requiring restructuring for Simple Res and Bus, UNE Loop (1-49),Switch Ports,Simple Res and Bus LNP Only (1-19 lines), and LNP with Loop (1-19 Loops)	нн:мм	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - CIA Centrex (1-200 lines)	HH:MM	Diagnostic		
6	Average Time to Return FOC - Electronically Submitted via LEX or EDI - CIA Centrex (200+ lines)	HH:MM	Diagnostic		
6.1	Average Time to Return DSL FOCs - Manually Submitted - UNE XDSL Capable Loop (1-49) Loops	нн:мм	Diagnostic		
6.1	Average Time to Return DSL FOCs - Manually Submitted - UNE XDSL Capable Loop (>49) Loops	HH:MM	Diagnostic		
6.1	Average Time to Return DSL FOCs - Manually Submitted - Line	HH:MM	Diagnostic		
1	Sharing (1-49 Loops)		-		

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CA Verizon 44 - GTE - JPSA 9/7/99

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				6.1	Average Time to Return DSL FOCs - Manually Submitted - Line Sharing (>49) Loops	нн:мм	Dia	gnostic							
				6.1	Average Time to Return DSL FOCs - Electronically Submitted -	HH:MM	Dia	gnostic	П	-			П		1
				6.1	UNE XDSL Capable Loop (1-20) Loops Average Time to Return DSL FOCs - Electronically Submitted -	HH:MM	Dia	gnostic	П				\Box		1
				6.1	UNE XDSL Capable Loop (>20) Loops Average Time to Return DSL FOCs - Electronically Submitted -	HH:MM	Dia	gnostic	П				\Box	 	+
				6.1	Line Sharing (1-49 Loops) Average Time to Return DSL FOCs - Electronically Submitted -	HH:MM		gnostic	\vdash				H		+
				0.1	Line Sharing (>49) Loops	1111.101101	Dia		\vdash	Average FOC/LSC Notice Interval - Electronically		-	$\vdash \vdash$	Average FOC/LSC Notice Interval - Electronically	
									2	Received/Electronically Handled	HH:MM	20 Minutes	2	Received/Electronically Handled	HH:MM
									2	Average FOC/LSC Notice Interval - Electronically Received/Manually Handled	HH:MM	6 Hours	2	Average FOC/LSC Notice Interval - Electronically Received/Manually Handled	нн:мм
									2	Average FOC/LSC Notice Interval - Manually Received/Manually Handled	HH:MM	12 Hours	2	Average FOC/LSC Notice Interval - Manually Received/Manually Handled	HH:MM
									2	Average FOC/LSC Notice Interval - Interconnection Trunks - All	Days	5 Days	ш		
													2	Average FOC/LSC Notice Interval - Interconnection Trunks - New	v Days
									1				2	Average FOC/LSC Notice Interval - Interconnection Trunks - Augment	Days
PO-6	Work Completion Notification Timeliness - Transmitted via IMA	HH:MM	Diagnostic										П		
PO-6	Work Completion Notification Timeliness - Transmitted via EDI	HH:MM	Diagnostic							-			П		+
	Transmitted via EDI				Percent Mechanized Completions Returned w/in 1 Hour of				Ħ				H	 	+
				7	Consisting in Ordering Contains Boards UNEs Combinations	AGREED T	TO ELIMINATE								
				7	Percent Mechanized Completions Returned w/in 1 Day of										
				,	Completion in Ordering Systems - Resale, UNEs, Combinations	AGREED T	TO ELIMINATE		Ш				\Box		
				7.1	Percent Mechanized Completions Notifications Available Within One Day of Work Completion - LEX	Percent	9	97%	1						
				7.1	Percent Mechanized Completions Notifications Available Within One Day of Work Completion - EDI	Percent	9	97%							
				8	Average Time to Return Mechanized Completions - Resale,	ACREED T	TO ELIMINATE						П		
PO-8 .I	eopardy Notice Interval - Non Designed Services	Avg. Bus.			ONES, COMBINATIONS	AGREED I	IO ELIMINATE	$\overline{}$	一				\Box		+
	Jeopardy Notice Interval - Unbundled Loops and	Days	POTS Parity w/ Retail						\vdash			-	H		+
PU-6	Number Portability	Days Avg. Bus.	POTS						\vdash		 	<u> </u>	\vdash		+
PO-8	Jeopardy Notice Interval - LIS Trunks	Days	FGD						\sqcup		<u> </u>		Ш		
PO-8	Jeopardy Notice Interval - UNE-P (POTS)	Avg. Bus. Days	Parity w/ Retail POTS											1	
PO-9 T	imely Jeopardy Notices - Non Designed Services	Percent	Parity w/ Retail POTS						1						
PO-9	Fimely Jeopardy Notices - Unbundled Loops and Number Portability	Percent	Parity w/ Retail POTS										П		
PO-9	Timely Jeopardy Notices - LIS Trunks	Percent	Parity w/ Retail					 	一十				\forall	 	+
			FGD Parity w/ Retail						\vdash			-	H		+
PO-9	Timely Jeopardy Notices - UNE-P (POTS)	Percent	POTS						6	Average Jeopardy Notice Interval - By Electronic Interface	HH:MM	TBD	6	Average Jeopardy Notice Interval - By Electronic Interface	HH:MM
									6		HH:MM	TBD	6		HH:MM
									6	Average Jeopardy Notice Interval - By Lack of Facilities and all other	HH:MM	TBD	6	Average Jeopardy Notice Interval - By Lack of Facilities and all other	HH:MM
									5		Percent	Parity	5		Percent
									5	Percentage of Orders Jeopardized - By Service Group Type	Percent	Parity	5	Percentage of Orders Jeopardized - By Service Group Type	Percent
									5	Percentage of Orders Jeopardized - By Lack of Facilities and all other.	Percent	Parity	5	Percentage of Orders Jeopardized - By Lack of Facilities and all other.	Percent
												Parity with			
									5	Percentage of Orders Jeopardized - 2/4w (8dB) analog loop	Percent	B1 Dispatch	5	Percentage of Orders Jeopardized - 2/4q (8dB) analog loop	Percent
										. Crosmago di Gracio Gooparazza 27 m (Gas) analog 190p	1 Groom	Non- Designed		stoomage of orders cooperated 2 in (cas) analog toop	. 0.0011
									\Box			Parity with	H		+
									5	Percentage of Orders Jeopardized - 2/4w (5.5dB) assured analog	Percent	Dispatch	5	Percentage of Orders Jeopardized - 2/4w (5.5dB) assured analog	Percent
				<u> </u>					ш	loop		Designed	╙	юф	
										Percentage of Orders Jeopardized - 2w digital loop (ISDN capable)	Percent	Parity with Dispatch		Percentage of Orders Jeopardized - 2w digital loop (ISDN	Percent
										ercentage of Orders Jeopardized - 2w digital loop (ISDN Capable)	reiteill	Designed		capable)	reicelli
									ı	Percentage of Orders Jeopardized - 2w digital loop (XDSL	_	Parity with		Percentage of Orders Jeopardized - 2w digital loop (XDSL	
					I I			1 1	5	capable),	Percent	Dispatch	5	capable),	Percent

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

							3/1/33			JF 3A 3/1/33	
							5 Percentage of Orders Jeopardized - 4w digital loop (1.544Mbps capable/HDSL)	Percent	Parity with Dispatch Designed	5 Percentage of Orders Jeopardized - 4w digital loop (1.544Mbps capable/HDSL)	Percent
							5 Percentage of Orders Jeopardized - UNE Port - Basic Analog/Coin	Percent	Parity with CentraNet- Simple	5 Percentage of Orders Jeopardized - UNE Port - Basic Analog/Coin	Percent
							5 Percentage of Orders Jeopardized - UNE Port - Centrex,ISDN (BRI),	Percent	Parity with CentraNet- Complex	5 Percentage of Orders Jeopardized - UNE Port - Centrex,ISDN (BRI),	Percent
							5 Percentage of Orders Jeopardized - UNE Port - DS1/ISDN-PRI,	Percent	Parity with CentraNet- Complex	5 Percentage of Orders Jeopardized - UNE Port - DS1/ISDN-PRI,	Percent
							5 Percentage of Orders Jeopardized - UNE Port - PBX DID	Percent	Parity with CentraNet- Complex	5 Percentage of Orders Jeopardized - UNE Port - PBX DID	Percent
							5 Percentage of Orders Jeopardized - UNE Dedicated Transport (inc DS1 and DS3	Percent	Parity with HICAP Designed	5 Percentage of Orders Jeopardized - UNE Dedicated Transport (inc DS1 and DS3	Percent
							5 Percentage of Orders Jeopardized - UNE Platform (PB Only)	Percent	N/A	5 Percentage of Orders Jeopardized - UNE Platform (PB Only)	Percent
							5 Percentage of Orders Jeopardized - Interconnection Trunks	Percent	Parity with ILEC Dedicated Trunks	5 Percentage of Orders Jeopardized - Interconnection Trunks	Percent
Ordo	ering and Provisioning			Ordor	ing and Provisioning		Ordering and Provisioning			Ordering and Provisioning	
	Calls Answered w/in 20 sec Interconnect Prov.			Order	Ing and Frovisioning		Ordering and Provisioning			Ordering and Provisioning	
OP-2	Ctr	Percent	Parity								
OP-3	Installations Commitments Met - Resale-Res/Bus, Centrex, Centrex 21, PBX Trunks, Basic ISDN, Megabit	Percent	Parity with Retail								
OP-3	Installations Commitments Met - UNE-P, POTS	Percent	Parity with Like Retail Service								
OP-3	Installations Commitments Met - Shared Loop/Line	Percent	Diagnostic								
OP-3	Sharing Installations Commitments Met - Sub Loop Unbundling										
	Unbunuling	Percent	Diagnostic								
OP-3	Installations Commitments Met - Resale - Primary ISDN, DS0,DS1,DS3 and higher,Frame Relay	Percent	Diagnostic Parity with Retail								
OP-3	Installations Commitments Met - Resale - Primary		Parity with								
OP-3	Installations Commitments Met - Resale - Primary ISDN, DS0,DS1,DS3 and higher,Frame Relay	Percent	Parity with Retail Parity with Qwest Interoffice								
OP-3	Installations Commitments Met - Resale - Primary ISDN, DS0,DS1,DS3 and higher,Frame Relay Installations Commitments Met - LIS Trunks	Percent	Parity with Retail Parity with Qwest Interoffice Trunks Parity with Retail DS1 Private Line Parity with Retail Private Lines above								
OP-3	Installations Commitments Met - Resale - Primary ISDN, DS0,DS1,DS3 and higher,Frame Relay Installations Commitments Met - LIS Trunks Installations Commitments Met - UDIT - DS1 Level Installations Commitments Met - UDIT - Above DS1 level Installations Commitments Met - Unbundled Loops - Analog Loop	Percent Percent	Parity with Retail Parity with Qwest Interoffice Trunks Parity with Retail DS1 Private Line Parity with Retail Private								
OP-3 OP-3	Installations Commitments Met - Resale - Primary ISDN, DS0,DS1,DS3 and higher,Frame Relay Installations Commitments Met - LIS Trunks Installations Commitments Met - UDIT - DS1 Level Installations Commitments Met - UDIT - Above DS1 level Installations Commitments Met - Unbundled Loops - Analog Loop Installations Commitments Met - Unbundled Loops - Non-Loaded Loop (2 wire)	Percent Percent Percent	Parity with Retail Parity with Qwest Interoffice Trunks Parity with Retail DS1 Private Line Parity with Retail Private Lines above DS1 level 90%								
OP-3 OP-3 OP-3	Installations Commitments Met - Resale - Primary ISDN, DS0,DS1,DS3 and higher,Frame Relay Installations Commitments Met - LIS Trunks Installations Commitments Met - UDIT - DS1 Level Installations Commitments Met - UDIT - Above DS1 level Installations Commitments Met - Unbundled Loops - Analog Loop Installations Commitments Met - Unbundled Loops Installations Commitments Met - Unbundled Loops	Percent Percent Percent Percent	Parity with Retail Parity with Qwest Interoffice Trunks Parity with Retail DS1 Private Line Parity with Retail Private Lines above DS1 level 90% Parity with Retail DS1 Private Line Sabove DS1 level 90%								
OP-3 OP-3 OP-3	Installations Commitments Met - Resale - Primary ISDN, DS0,DS1,DS3 and higher,Frame Relay Installations Commitments Met - LIS Trunks Installations Commitments Met - UDIT - DS1 Level Installations Commitments Met - UDIT - Above DS1 level Installations Commitments Met - Unbundled Loops - Analog Loop Installations Commitments Met - Unbundled Loops - Non-Loaded Loop (2 wire) Installations Commitments Met - Unbundled Loops Installations Commitments Met - Unbundled Loops	Percent Percent Percent Percent Percent Percent	Parity with Retail Parity with Qwest Interoffice Trunks Parity with Retail DS1 Private Line Parity with Retail Private Lines above DS1 level 90% Parity with Retail DS1								
OP-3 OP-3 OP-3 OP-3	Installations Commitments Met - Resale - Primary ISDN, DS0,DS1,DS3 and higher,Frame Relay Installations Commitments Met - LIS Trunks Installations Commitments Met - UDIT - DS1 Level Installations Commitments Met - UDIT - Above DS1 level Installations Commitments Met - Unbundled Loops - Analog Loop Installations Commitments Met - Unbundled Loops - Non-Loaded Loop (2 wire) Installations Commitments Met - Unbundled Loops - Non Loaded Loop (4 wire) Installations Commitments Met - Unbundled Loops Installations Commitments Met - Unbundled Loops	Percent Percent Percent Percent Percent Percent Percent	Parity with Retail Parity with Qwest Interoffice Trunks Parity with Retail DS1 Private Line Parity with Retail Private Lines above DS1 level 90% Parity with Retail DS1 Private Line								

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CA Verizon 44 - GTE - JPSA 9/7/99

				·					
OP-3	Installations Commitments Met - Unbundled Loops - Loop types of DS3 and higher	Parity with nt retail DS3 and higher							
OP-3	Installations Commitments Met - Unbundled Loops - Dark Fiber - Loop								
	·	Parity with							
OP-3	Installations Commitments Met - E911/911 Trunks Perce	nt retail E911/911 Trunks							
OP-3	Installations Commitments Met - Enhanced Extended Links (EELs), including UNE-C	nt Diagnostic							
			<u>28</u>	Percent Installations Completed Within 3 Days - No Field Work - POTS Percent	Parity with Ameritech				
			<u>28</u>	Percent Installations Completed Within 3 Days - No Field Work - CIA Centrex	Parity with Ameritech				
			<u>28</u>	Percent Installations Completed Within 3 Days - No Field Work - UNE Combo	Parity with Ameritech				
			<u>28</u>	Percent Installations Completed Within 5 Days - Field Work - POTS Percent	Parity with Ameritech				
			<u>28</u>	Percent Installations Completed Within 5 Days - Field Work - UNE Combo Percent	Parity with Ameritech				
			<u>29</u>	Percent Ameritech Caused Missed Due Dates - POTS - Field Work Percent	Parity with Ameritech				
			<u>29</u>	Percent Ameritech Caused Missed Due Dates - POTS - No Field Work	Parity with Ameritech				
			<u>29</u>	Percent Ameritech Caused Missed Due Dates - POTS - Business Class of Service Percent	Parity with Ameritech				
			<u>29</u>	Percent Ameritech Caused Missed Due Dates - Residence Class of Service	Parity with Ameritech				
			<u>29</u>	Percent Ameritech Caused Missed Due Dates - UNE Combo - Field Work	Parity with Ameritech				
			<u>29</u>	Percent Ameritech Caused Missed Due Dates - UNE Combo - No Field Work	Parity with Ameritech				
						8 Percent Completion Within Standard Interval - 2/4q (8dB) analog loop	Percent	Parity with B1 Dispatch Non- Designed	8 Percent Completion Within Standard Interval - 2/4q (8dB) analog loop
						8 Percent Completion Within Standard Interval - 2/4w (5.5dB) assured analog loop	Percent	Parity with Dispatch Designed	8 Percent Completion Within Standard Interval - 2/4w (5.5dB) assured analog loop
						8 Percent Completion Within Standard Interval - 2w digital loop (ISDN capable)	Percent	Parity with Dispatch Designed	8 Percent Completion Within Standard Interval - 2w digital loop (ISDN capable)
						8 Percent Completion Within Standard Interval - 2w digital loop (XDSL capable),	Percent	Parity with Dispatch Designed	8 Percent Completion Within Standard Interval - 2w digital loop (XDSL capable),
						8 Percent Completion Within Standard Interval - 4w digital loop (1.544Mbps capable/HDSL)	Percent	Parity with Dispatch Designed	8 Percent Completion Within Standard Interval - 4w digital loop (1.544Mbps capable/HDSL) Percent
						8 Percent Completion Within Standard Interval - UNE Port - Basic Analog/Coin	Percent	Parity with CentraNet- Simple	8 Percent Completion Within Standard Interval - UNE Port - Basic Analog/Coin
						8 Percent Completion Within Standard Interval - UNE Port - Centrex,ISDN (BRI),	Percent	Parity with CentraNet- Complex	8 Percent Completion Within Standard Interval - UNE Port - Centrex,ISDN (BRI),
						8 Percent Completion Within Standard Interval - UNE Port - DS1/ISDN-PRI,	Percent	Parity with CentraNet- Complex	8 Percent Completion Within Standard Interval - UNE Port - DS1/ISDN-PRI, Percent
						8 Percent Completion Within Standard Interval - UNE Port - PBX DID	Percent	Parity with CentraNet- Complex	8 Percent Completion Within Standard Interval - UNE Port - PBX DID Percent
						8 Percent Completion Within Standard Interval - UNE Dedicated Transport (inc DS1 and DS3	Percent	Parity with HICAP Designed	8 Percent Completion Within Standard Interval - UNE Dedicated Transport (inc DS1 and DS3
						8 Percent Completion Within Standard Interval - UNE Platform (PB Only)	Percent	N/A	8 Percent Completion Within Standard Interval - UNE Platform (PB Only)
						8 Percent Completion Within Standard Interval - Interconnection Trunks	Percent	Parity with ILEC Dedicated Trunks	8 Percent Completion Within Standard Interval - Interconnection Trunks

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

				3/1/33				01 OA 3/1/33	
			11	Percent of Due Dates Missed - 2/4q (8dB) analog loop	Percent	Parity with B1 Dispatch Non- Designed	11	Percent of Due Dates Missed - 2/4q (8dB) analog loop	Percent
			11	Percent of Due Dates Missed - 2/4w (5.5dB) assured analog loop	Percent	Parity with Dispatch Designed	11	Percent of Due Dates Missed - 2/4w (5.5dB) assured analog loop	Percent
			11	Percent of Due Dates Missed - 2w digital loop (ISDN capable)	Percent	Parity with Dispatch Designed	11	Percent of Due Dates Missed - 2w digital loop (ISDN capable)	Percent
			11	Percent of Due Dates Missed - 2w digital loop (XDSL capable),	Percent	Parity with Dispatch Designed	11	Percent of Due Dates Missed - 2w digital loop (XDSL capable),	Percent
			11	Percent of Due Dates Missed - 4w digital loop (1.544Mbps capable/HDSL)	Percent	Parity with Dispatch Designed	11	Percent of Due Dates Missed - 4w digital loop (1.544Mbps capable/HDSL)	Percent
			11	Percent of Due Dates Missed - UNE Port - Basic Analog/Coin	Percent	Parity with CentraNet- Simple	11	Percent of Due Dates Missed - UNE Port - Basic Analog/Coin	Percent
			11	Percent of Due Dates Missed - UNE Port - Centrex,ISDN (BRI),	Percent	Parity with CentraNet- Complex	11	Percent of Due Dates Missed - UNE Port - Centrex,ISDN (BRI),	Percent
			11	Percent of Due Dates Missed - UNE Port - DS1/ISDN-PRI,	Percent	Parity with CentraNet- Complex	11	Percent of Due Dates Missed - UNE Port - DS1/ISDN-PRI,	Percent
			11	Percent of Due Dates Missed - UNE Port - PBX DID	Percent	Parity with CentraNet- Complex	11	Percent of Due Dates Missed - UNE Port - PBX DID	Percent
			11	Percent of Due Dates Missed - UNE Dedicated Transport (inc DS and DS3	1 Percent	Parity with HICAP Designed	11	Percent of Due Dates Missed - UNE Dedicated Transport (inc DS1 and DS3	Percent
			11	Percent of Due Dates Missed - UNE Platform (PB Only)	Percent	N/A	11	Percent of Due Dates Missed - UNE Platform (PB Only)	Percent
			11	Percent of Due Dates Missed - Interconnection Trunks	Percent	Parity with ILEC Dedicated Trunks	11	Percent of Due Dates Missed - Interconnection Trunks	Percent
OP-4 Installation Interval - Resale-Res/Bus, Centrex,	Avg. Bus.								
OP-4 Centrex 21, PBX Trunks, Basic ISDN, Megabit OP-4 Installation Interval - UNE-P, POTS	Days Avg. Bus. Days	Retail Parity with Like Retail Service							
OP-4 Installation Interval - Shared Loop/Line Sharing	Avg. Bus. Days	Diagnostic							
OP-4 Installation Interval - Sub-Loop Unbundling	Avg. Bus. Days	Diagnostic							
OP-4 Installation Interval - Resale - Primary ISDN, DS0,DS1,DS3 and higher,Frame Relay	Avg. Bus. Days	Retail							
OP-4 Installation Interval - LIS Trunks	Avg. Bus. Days	Parity with Qwest Interoffice Trunks							
OP-4 Installation Interval - UDIT - DS1 Level	Avg. Bus. Days	Parity with Retail DS1 Private Line							
OP-4 Installation Interval - UDIT - Above DS1 level	Avg. Bus. Days	Parity with Retail Private Lines above DS1 level							
OP-4 Installation Interval - Dark Fiber - IOF	Avg. Bus. Days	Diagnostic							
OP-4 Installation Interval - Unbundled Loops - Analog Loop	Avg. Bus. Days	High Density - 6 Days Low Density - 7 Days							
OP-4 Installation Interval - Unbundled Loops - Non- Loaded Loop (2 wire)	Avg. Bus. Days	High Density - 6 Days Low Density - 7 Days							

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

OP-4	Installation Interval - Unbundled Loops - Non Loaded Loop (4 wire)	Avg. Bus. Days	Parity with Retail DS1 Private Line								
OP-4	Installation Interval - Unbundled Loops - DS1 Capable	Avg. Bus. Days	Parity with Retail DS1 Private Line								
OP-4	Installation Interval - Unbundled Loops - ISDN Capable	Avg. Bus. Days	Parity with retail ISDN BRI								
OP-4	Installation Interval - Unbundled Loops - ADSL Qualified	Avg. Bus. Days	High Density - 6 Days Low Density - 7 Days								
OP-4	Installation Interval - Unbundled Loops - Loop types of DS3 and higher	Avg. Bus. Days	Parity with retail DS3 and higher								
OP-4	Installation Interval - Unbundled Loops - Dark Fiber - Loop	Avg. Bus. Days	Diagnostic								
OP-4	Installation Interval - E911/911 Trunks	Avg. Bus. Days	Parity with retail E911/911 Trunks								
OP-4	Installation Interval - Enhanced Extended Links (EELs), including UNE-C	Avg. Bus. Days	Diagnostic								
				<u>27</u> 27	Mean Installation Interval - POTS - Field Work Mean Installation Interval - POTS - No Field Work	Days Days	Parity with Ameritech Parity with Ameritech				
					Mean Installation Interval - POTS - Business Class of Service Mean Installation Interval - POTS - Residence Class of Service	Days Days	Parity with Ameritech Parity with Ameritech				
				<u>27</u> 27	Mean Installation Interval - POTS - CIA Centrex Mean Installation Interval - UNE Combo - Field Work	Days Days	Parity with Ameritech Parity with Ameritech				
				<u>27</u>		Days	Parity with Ameritech				
								18 Average Completion Notice Interval - Fully Electronic - LEX,EDI Percentage of Completion Notice Intervals Received within 24	HH:MM Percent	20 Minutes 90%	18 Average Completion Notice Interval - Fully Electronic - EDI HH:MM 18 Percentage of Completion Notice Intervals Received within 24 Percent
								hours - All Others	reiteili		hours - All Others
								7 Average Completion Interval - 2/4q (8dB) analog loop	Percent	Parity with B1 Dispatch Non- Designed	7 Average Completion Interval - 2/4q (8dB) analog loop Percent
								7 Average Completion Interval - 2/4w (5.5dB) assured analog loop	Percent	Parity with Dispatch Designed	7 Average Completion Interval - 2/4w (5.5dB) assured analog loop Percent
								7 Average Completion Interval - 2w digital loop (ISDN capable)	Percent	Parity with Dispatch Designed	7 Average Completion Interval - 2w digital loop (ISDN capable) Percent
								7 Average Completion Interval - 2w digital loop (XDSL capable),	Percent	Parity with Dispatch Designed	7 Average Completion Interval - 2w digital loop (XDSL capable), Percent
								7 Average Completion Interval - 4w digital loop (1.544Mbps capable/HDSL)	Percent	Parity with Dispatch Designed	7 Average Completion Interval - 4w digital loop (1.544Mbps capable/HDSL) Percent
								7 Average Completion Interval - UNE Port - Basic Analog/Coin	Percent	Parity with CentraNet- Simple	7 Average Completion Interval - UNE Port - Basic Analog/Coin Percent
								7 Average Completion Interval - UNE Port - Centrex,ISDN (BRI),	Percent	Parity with CentraNet- Complex	7 Average Completion Interval - UNE Port - Centrex,ISDN (BRI), Percent
								7 Average Completion Interval - UNE Port - DS1/ISDN-PRI,	Percent	Parity with CentraNet- Complex	7 Average Completion Interval - UNE Port - DS1/ISDN-PRI, Percent
								7 Average Completion Interval - UNE Port - PBX DID	Percent	Parity with CentraNet- Complex	7 Average Completion Interval - UNE Port - PBX DID Percent
								7 Average Completion Interval - UNE Dedicated Transport (inc DS1 and DS3	Percent	Parity with HICAP Designed	7 Average Completion Interval - UNE Dedicated Transport (inc DS1 and DS3
								7 Average Completion Interval - UNE Platform (PB Only)	Percent	N/A	7 Average Completion Interval - UNE Platform (PB Only) Percent
								7 Average Completion Interval - Interconnection Trunks	Percent	Parity with ILEC Dedicated Trunks	7 Average Completion Interval - Interconnection Trunks Percent

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

New Service Installation Quality - Resale-Res/Bus,						
OP-5 Centrex, Centrex 21, PBX Trunks, Basic ISDN, Megabit	Percent	Parity with Retail				
OP-5 New Service Installation Quality - UNE-P, POTS	Percent	Parity with Like Retail Service				
OP-5 New Service Installation Quality - Shared Loop/Line Sharing	Percent	Diagnostic				
OP-5 New Service Installation Quality - Sub-Loop Unbundling	Percent	Diagnostic				
OP-5 New Service Installation Quality - Resale - Primary ISDN, DS0,DS1,DS3 and higher,Frame Relay	Percent	Parity with Retail				
OP-5 New Service Installation Quality - LIS Trunks	Percent	Parity with Qwest Interoffice Trunks				
OP-5 New Service Installation Quality - UDIT - DS1 Level	Percent	Parity with Retail DS1 Private Line				
OP-5 New Service Installation Quality - UDIT - Above DS1 level	Percent	Parity with Retail Private Lines above DS1 level				
OP-5 New Service Installation Quality - Dark Fiber - IOF	Percent	Diagnostic				
OP-5 New Service Installation Quality - Unbundled Loops - Analog Loop	Percent	Parity with Retail Res and Bus POTS with Dispatch				
OP-5 New Service Installation Quality - Unbundled Loops - Non-Loaded Loop (2 wire)	Percent	Parity with Retail ISDN BRI				
OP-5 New Service Installation Quality - Unbundled Loops - Non Loaded Loop (4 wire)	Percent	Parity with Retail DS1 Private Line				
OP-5 New Service Installation Quality - Unbundled Loops - DS1 Capable	Percent	Parity with Retail DS1 Private Line				
OP-5 New Service Installation Quality - Unbundled Loops - ISDN Capable	Percent	Parity with retail ISDN BRI				
OP-5 New Service Installation Quality - Unbundled Loops - ADSL Qualified	Percent	Parity with Retail MegaBit with Dispatch				
OP-5 New Service Installation Quality - Unbundled Loops - Loop types of DS3 and higher	Percent	Parity with retail DS3 and higher				
OP-5 New Service Installation Quality - Unbundled Loops - Dark Fiber	Percent	Diagnostic				
OP-5 New Service Installation Quality - E911/911 Trunks	Percent	Parity with retail E911/911 Trunks				
OP-5 New Service Installation Quality - Enhanced Extended Links (EELs), Including UNE-C	Percent	Diagnostic				
OP-6 Delayed Days - Resale-Res/Bus, Centrex, Centrex 21, PBX Trunks, Basic ISDN, Megabit	Avg. Bus. Days	Parity with Retail				
OP-6 Delayed Days - UNE-P, POTS	Avg. Bus. Days	Parity with Like Retail Service				
OP-6 Delayed Days - Shared Loop/Line Sharing	Avg. Bus. Days	Diagnostic				
OP-6 Delayed Days - Sub-Loop Unbundling	Avg. Bus. Days	Diagnostic				
OP-6 Delayed Days - Resale - Primary ISDN, DS0,DS1,DS3 and higher,Frame Relay	Avg. Bus. Days	Parity with Retail				
OP-6 Delayed Days - LIS Trunks	Avg. Bus. Days	Parity with Qwest Interoffice Trunks				

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

OP-6	Delayed Days - UDIT - DS1 Level	Avg. Bus. Days	Parity with Retail DS1 Private Line								
OP-6	Delayed Days - UDIT - Above DS1 level	Avg. Bus. Days	Parity with Retail Private Lines above DS1 level								
OP-6	Delayed Days - UDIT - Dark Fiber - IOF	Avg. Bus. Days	Diagnostic								
OP-6 Dela	ayed Days - Unbundled Loops - Analog Loop	Ava Bue	Parity with Retail Res and Bus POTS with Dispatch								
OP-6 Del	ayed Days - Unbundled Loops - Non-Loaded Loop (2 wire)	Avg. Bus. Days	Parity with Retail ISDN BRI								
OP-6 Del	ayed Days - Unbundled Loops - Non Loaded Loop (4 wire)	Avg. Bus. Days	Parity with Retail DS1 Private Line								
OP-6 Dela	yed Days - Unbundled Loops - DS1 Capable	Avg. Bus. Days	Parity with Retail DS1 Private Line								
OP-6 Dela	yed Days - Unbundled Loops - ISDN Capable	Avg. Bus. Days	Parity with retail ISDN BRI								
OP-6	Delayed Days - Unbundled Loops - ADSL Qualified	Avg. Bus. Days	Parity with Retail MegaBit with Dispatch								
OP-6 Dela	yed Days - Unbundled Loops - Loop types of DS3 and higher	Avg. Bus. Days	Parity with retail DS3 and higher								
OP-6 Del	ayed Days - Unbundled Loops - Dark Fiber - Loop	Avg. Bus. Days	Diagnostic								
OP-6	Delayed Days - E911/911 Trunks	Avg. Bus. Days	Parity with retail E911/911 Trunks								
OP-6 Dela	yed Days - Enhanced Extended Links (EELs) including UNE-C	, Avg. Bus. Days	Diagnostic								
	moldaring ONE O	Days		<u>31</u>	Average Delayed Days for Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service	Days	Parity with Ameritech				
				<u>31</u>	Average Delayed Days for Missed Due Dates Due to Lack of Facilities - POTS - Residence Class of Service	Days	Parity with Ameritech				
				<u>31</u>	Average Delayed Days for Missed Due Dates Due to Lack of Facilities - UNE Combo	Days	Parity with Ameritech				
								13 Delayed Order Interval to Completion Date Due to Lack of Facilities Percent B1 Di No.	ty with ispatch lon- signed	Delayed Order Interval to Completion Date Due to Lack of Facilities - 2/4q (8dB) analog loop	Percent
								13 Delayed Order Interval to Completion Date Due to Lack of Facilities - 2/4w (5.5dB) assured analog loop Percent Disp Des	ty with patch 1	Delayed Order Interval to Completion Date Due to Lack of Facilities - 2/4w (5.5dB) assured analog loop	Percent
								13 Delayed Order Interval to Completion Date Due to Lack of Facilities Percent Disposition Date Due to Lack of Facilities Date Date Date Date Date Date Date Date	ty with patch 1	Delayed Order Interval to Completion Date Due to Lack of Facilities - 2w digital loop (ISDN capable)	Percent
								13 Delayed Order Interval to Completion Date Due to Lack of Facilities Percent Disp. - 2w digital loop (XDSL capable), Percent Des	ty with patch 1	Delayed Order Interval to Completion Date Due to Lack of Facilities - 2w digital loop (XDSL capable),	Percent
								13 Delayed Order Interval to Completion Date Due to Lack of Facilities Percent Disp	ty with patch 1	Delayed Order Interval to Completion Date Due to Lack of Facilities - 4w digital loop (1.544Mbps capable/HDSL)	Percent
								13 Delayed Order Interval to Completion Date Due to Lack of Facilities Percent Cent	ty with traNet- 1 mple	Delayed Order Interval to Completion Date Due to Lack of Facilities - UNE Port - Basic Analog/Coin	Percent
								13 Delayed Order Interval to Completion Date Due to Lack of Facilities - UNE Port - Centrex,ISDN (BRI), Percent Control Contro	ty with traNet- 1 nplex	Delayed Order Interval to Completion Date Due to Lack of Facilities - UNE Port - Centrex,ISDN (BRI),	Percent
								13 Delayed Order Interval to Completion Date Due to Lack of Facilities Percent Cent	ty with traNet- 1 mplex	Delayed Order Interval to Completion Date Due to Lack of Facilities - UNE Port - DS1/ISDN-PRI,	Percent

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

Description of the property of		01 0/1/00	0,					3/1/33						
1 1 1 1 1 1 1 1 1 1				CentraNet- 13	Percent	cilities F	ue to Lack of Facili	Delayed Order Interval to Completion Date D - UNE Port - PBX DID						
Daily of Chart Feedow In Company In Date of Particles (Particles In Particles In Pa				Parity with HICAP 13	Percent	cilities F	ue to Lack of Facili S1 and DS3	Delayed Order Interval to Completion Date D - UNE Dedicated Transport (inc D						
Dawyord Color Internation Decorption to Competition Decorption Decorption of Practices - Personnel Country Mineral Decorption Decorp	e Due to Lack of Only)	Interval to Completion Date Due to Lack colities - UNE Platform (PB Only)	Delayed Order Interva Facilities -		Percent	cilities F	Due to Lack of Facili y)	Delayed Order Interval to Completion Date D - UNE Platform (PB Onl						
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Portion and administration of the control of the co									Parity with Ameritech	- Days			32	
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Average Delay Days for Ameritech Caused Cancelled Orders - Days Diagnostic - Expectation of Parity with Retail									Diagnostic - Expectation of	Days	used Cancelled Orders -	Average Delay Days for Ameritech Cau	34.1	
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									Diagnostic	Percent	Completion Date - UNE-P	Percent UNE-P Trouble Reports On the O	35.1-P	
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15 Provisioning Trouble Reports (Prior to Service Or UNE Loop - Out of Service	Order Completion) - P	le Reports (Prior to Service Order Comple UNE Loop - Out of Service	Provisioning Trouble Repo UNE L	15										

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

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						15 Provisioning Trouble Reports (Prior to Service Order Completion) UNE Port - Out of Service	Percent
						15 Provisioning Trouble Reports (Prior to Service Order Completion) PNP - Port Out - Out of Service	- Percent
						Provisioning Trouble Reports (Prior to Service Order Completion) - Resale - Affecting Service	Percent
						Provisioning Trouble Reports (Prior to Service Order Completion) UNE Loop - Affecting Service	Percent
						Provisioning Trouble Reports (Prior to Service Order Completion) PNP - Port Out - Affecting Service	Percent
						15 Provisioning Trouble Reports (Prior to Service Order Completion) PNP - UNE Port - Affecting Service	Percent
			Percentage of Troubles in 30 Days for New Orders - 2/4w (8dB) analog loop	Percent	Parity with B1 Dispatch Non- Designed	Percentage of Troubles in 30 Days for New Orders - 2/4q (8dB) analog loop	Percent
			Percentage of Troubles in 30 Days for New Orders - 2/4w (5.5dB) assured analog loop	Percent	Parity with Dispatch Designed	16 Percentage of Troubles in 30 Days for New Orders - 2/4w (5.5dB) assured analog loop) Percent
			16 Percentage of Troubles in 30 Days for New Orders - 2w digital loop (ISDN capable)	Percent	Parity with Dispatch Designed	Percentage of Troubles in 30 Days for New Orders - 2w digital loop (ISDN capable)	Percent
			Percentage of Troubles in 30 Days for New Orders - 2w digital loop (XDSL capable),	Percent	Parity with Dispatch Designed	Percentage of Troubles in 30 Days for New Orders - 2w digital loop (XDSL capable),	Percent
			Percentage of Troubles in 30 Days for New Orders - 4w digital loop (1.544Mbps capable/HDSL)	Percent	Parity with Dispatch Designed	Percentage of Troubles in 30 Days for New Orders - 4w digital loop (1.544Mbps capable/HDSL)	Percent
			Percentage of Troubles in 30 Days for New Orders - UNE Port - Basic Analog/Coin	Percent	Parity with CentraNet- Simple	16 Percentage of Troubles in 30 Days for New Orders - UNE Port - Basic Analog/Coin	Percent
			Percentage of Troubles in 30 Days for New Orders - UNE Port - Centrex,ISDN (BRI),	Percent	Parity with CentraNet- Complex	Percentage of Troubles in 30 Days for New Orders - UNE Port - Centrex,ISDN (BRI),	Percent
			Percentage of Troubles in 30 Days for New Orders - UNE Port - DS1/ISDN-PRI,	Percent	Parity with CentraNet- Complex	Percentage of Troubles in 30 Days for New Orders - UNE Port - DS1/ISDN-PRI,	Percent
			Percentage of Troubles in 30 Days for New Orders - UNE Port - PBX DID	Percent	Parity with CentraNet- Complex	Percentage of Troubles in 30 Days for New Orders - UNE Port - PBX DID	Percent
			Percentage of Troubles in 30 Days for New Orders - UNE Dedicated Transport (inc DS1 and DS3	Percent	Parity with HICAP Designed	Percentage of Troubles in 30 Days for New Orders - UNE Dedicated Transport (including DS1 and DS3)	Percent
			Percentage of Troubles in 30 Days for New Orders - UNE Platform (PB Only)	Percent	N/A	Percentage of Troubles in 30 Days for New Orders - UNE Platform (PB Only)	Percent
			Percentage of Troubles in 30 Days for New Orders - Interconnection Trunks	Percent	Parity with ILEC Dedicated Trunks	Percentage of Troubles in 30 Days for New Orders - Interconnection Trunks	Percent
			Percentage of Troubles in 30 Days for New Orders - PNP - Port Out	Percent	TBD	Percentage of Troubles in 30 Days for New Orders - PNP - Port Out	Percent
			17 Percentage of Troubles in 7 Days for New Orders - Resale	Percent	Parity with Retail	N/A	

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

								0,1,00			01 01 10,1,00
								Percentage of Troubles in 7 Days for New Orders - 2/4w (8dB) loop (including Coin/analog PBX)	Percent	Parity with B1 Dispatch Non- Designed - Retail	N/A
								Percentage of Troubles in 7 Days for New Orders - UNE Port - Basic Analog/Coin	Percent	Parity with CentraNet - Simple	N/A
								17 Percentage of Troubles in 7 Days for New Orders - PNP (Port Out)	Percent	TBD	N/A
				<u>36</u>	Percent No Access - POTS - Business Class of Service Percent No Access - POTS - Residence Class of Service	Percent Percent					
				36 36	Percent No Access - POTS - Residence Class of Service Percent No Access - UNE Combo	Percent					
OP-7	Coordinated "Hot Cut" Interval - Unbundled Loop	MM:SS	Diagnostic				•				
OP-8	Number Portability Timeliness - LNP Timeliness with Loop Coordination	Percent	95%								
OP-8	Number Portability Timeliness - LNP Timeliness	Percent	95%								
OP-	with OUT Loop Coordination Coordinated Cuts On Time - Unbundled Loop -										
13	Cuts Completed On Time	Percent	95%								
OP- 13	Coordinated Cuts On Time - Unbundled Loop - Cuts Started Without CLEC Approval	Percent	Diagnostic								
			Diagnostic with								
OP-	Interval for Pending Orders Delayed Past Due Date - Resale-Res/Bus, Centrex, Centrex 21, PBX	Avg. Bus.	Expectation of								
15	Trunks, Basic ISDN, Megabit	Days	Parity with Retail								
OP-	Interval for Pending Orders Delayed Past Due	Avg. Bus.	Diagnostic with Expectation of								
15	Date - UNE-P, POTS	Days	Parity with Like								
			Retail Service								
OP-	Interval for Pending Orders Delayed Past Due	Avg. Bus.	Diagnostic								
15 OP-	Date - Shared Loop/Line Sharing Interval for Pending Orders Delayed Past Due	Days Avg. Bus.									
15	Date - Sub-Loop Unbundling	Days	Diagnostic								
0.5	Interval for Pending Orders Delayed Past Due		Diagnostic with								
OP- 15	Date - Resale - Primary ISDN, DS0,DS1,DS3 and	Avg. Bus. Days	Expectation of Parity with								
	higher,Frame Relay		Retail								
			Diagnostic with								
OP-	Interval for Pending Orders Delayed Past Due	Avg. Bus.	Expectation of Parity with								
15	Date - LIS Trunks	Days	Qwest								
			Interoffice Trunks								
			Diagnostic with Expectation of								
OP- 15	Interval for Pending Orders Delayed Past Due Date - UDIT - DS1 Level	Avg. Bus. Days	Parity with								
10	Date ODIT DOT 2000	Days	Retail DS1 Private Line								
			Diagnostic with Expectation of								
OP-	Interval for Pending Orders Delayed Past Due	Avg. Bus.	Parity with								
15	Date - UDIT - Above DS1 level	Days	Retail Private Lines above								
			DS1 level								
OP- 15	Interval for Pending Orders Delayed Past Due Date - Dark Fiber - IOF	Avg. Bus. Days	Diagnostic								
10	5410 Sain (1901 101	Dayo	5								
			Diagnostic with Expectation of								
OP-	Interval for Pending Orders Delayed Past Due	Avg. Bus.	Parity with								
15	Date - Unbundled Loops - Analog Loop	Days	Retail Res and Bus POTS with								
			Dispatch								

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

And the control of th	 								
Go. The contract of Protects Character Contracts (Character Character Charac	Date - Unbundled Loops - Non-Loaded Loop (2		Expectation of Parity with Retail ISDN						
Discrete	Date - Unbundled Loops - Non Loaded Loop (4		Expectation of Parity with Retail DS1						
OFF. Internal for Percining Claims Chapsyor Face Date. OFF. Internal for Percining Ch			Expectation of Parity with Retail DS1						
Cop. Interval for Penanting Charter National Pract Charter Date - Undervoted Loops - CANDAL Custified Charter Date - Charter Date Penanting Charter National Pract Charter Date - Charter Date Penanting Charter National Pract Charter Date - Charter Date Penanting Charter National Pract Charter Date - Charter Date Penanting Charter National Pract Charter Date - Charter Date Penanting Charter National Pract Charter Date - Charter Date Penanting Charter National Pract Charter Date - Charter Date Penanting Charter National Pract Charter Date - Charter Date Penanting Charter National Pract Charter Date - Charter Date Penanting Charter National Pract Charter Date - Charter Date Penanting Charter National Pract Charter Date - Charter Date Penanting Charter National Pract Charter Date - Charter Date Penanting Charter National Pract Charter Date - Charter Date Penanting Charter National Pract Charter Date - Charter Date Penanting Charter National Pract Charter Date - Charter Date Penanting Charter National Pract Charter Date - Charter Date Penanting Charter National Pract Charter Date Penanting Charter National Pract Charter Date Penanting Charter Penanting Charter Penanting Charter Date Penanting Charter Penanting Cha			Expectation of Parity with						
Discontinuo Ferridria (Discontinuo Ferridri			Expectation of Parity with Retail MegaBit						
Date - Unbundled Loops - Dark Fiber - Loop Days Unspreaded Days Unspread Date - Est 1911 Trunks Days Days - Est 1911 Trunks Days - Days	Date - Unbundled Loops - Loop types of DS3 and		Expectation of Parity with retail DS3 and						
OP. Interval for Pending Orders Delayed Past Due Date - EP1/911 Trunks Day out EP1/911 Trunks Da		Avg. Bus. Days	Diagnostic						
Date - Enhanced Links (EELs), including Days Diagnostic Diagno	Interval for Pending Orders Delayed Past Due Date - E911/911 Trunks		Expectation of Parity with retail E911/911						
OP- Dates - # of Orders Pending Facilities 130 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Residence Class of Service 130 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Residence Class of Service 130 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Residence Class of Service 130 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Residence Class of Service - 30 Days 130 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Residence Class of Service - 30 Days 131 Percent Missed Due Dates Due to Lack of Facilities - POTS - Residence Class of Service - 30 Days 132 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service - 30 Days 133 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service - 30 Days 134 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service - 30 Days 135 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service - 30 Days 136 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service - 30 Days 137 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service - 30 Days 138 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service - 30 Days 139 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service - 30 Days 140 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service - 30 Days 140 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service - 30 Days 140 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service - 30 Days 140 Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service - 30 Days 140 Percent Ameritech Missed Due Dates	Date - Enhanced Extended Links (EELs), including		Diagnostic						
Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS- Business Class of Service > 20 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence and Business Class of Service > 20 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence and Business Class of Service > 20 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence and Business Class of Service > 20 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence and Business Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence and Business Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence and Business Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence and Business Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence and Business Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence and Business Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence and Business Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence and Business Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence and Business Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence Ameritech Missed Due Dates Due t	Interval for Pending Orders Delayed Past Due	# of Orders	Diagnostic						
Percent Ameritech Missed Due Dates Due to Lack of Facilities - Ports Ameritech Missed Due Date	 			30		Percent	Parity with Ameritech		
Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Residence Class of Service > 90 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service - POTS - Business Clas				30	Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Residence Class of Service > 30 Days	Percent	Parity with Ameritech		
Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service > 90 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service > 90 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence and Business Class of Service Percent Parity with Ameritech				30	POTS - Residence Class of Service > 90 Days	Percent	Parity with Ameritech		
Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service > 90 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS - Business Class of Service > 90 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - POTS/UNE Combo - Residence and Business Class of Service Percent Ameritech Percent Parity with Ameritech Percent Parity with Ameritech Parity with Ameritech Percent Parity with Ameritech					POTS - Business Class of Service		Parity with Ameritech		
Percent Ameritech Missed Due Dates Due to Lack of Facilities - Ports/UNE Combo - Residence and Business Class of Service > 90 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - Ports/UNE Combo - Residence and Business Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - Ports/UNE Combo - Res and Bus Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - Ports/UNE Combo - Res and Bus Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - Ports/UNE Combo - Residence > 90 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - Ports/UNE Combo - Residence > 90 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - Ports/UNE Combo - Residence > 90 Days Percent Parity with Ameritech					POTS - Business Class of Service > 30 Days				
Percent Ameritech Missed Due Dates Due to Lack of Facilities - Ports/UNE Combo - Res and Bus Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - Ports/UNE Combo - Res and Bus Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - Ports/UNE Dates Due Dates Due to Lack of Facilities - Ports/UNE Dates Due Dates Due to Lack of Facilities - Ports/UNE Dates Due Dates Due to Lack of Facilities - Ports/UNE Dates Due Dates Due to Lack of Facilities - Ports/UNE Dates Due Dates Due to Lack of Facilities - Ports/UNE Dates Due Dates Due to Lack of Facilities - Ports/UNE Dates Due Dates Due to Lack of Facilities - Ports/UNE Dates Due Dates Due to Lack of Facilities - Ports/UNE Dates Due Dates Due Dates Due to Lack of Facilities - Ports/UNE Dates Due Dates Dat				30	POTS - Business Class of Service > 90 Days	Percent	Parity with Ameritech		
POTS/UNE Combo - Res and Bus Class of Service > 30 Days Percent Ameritech Missed Due Dates Due to Lack of Facilities - Percent Posity with Ameritach 20 Percent Ameritach Missed Due Dates Due to Lack of Facilities - Percent Posity with Ameritach				30		Percent	Parity with Ameritech		
				30		Percent	Parity with Ameritech		
				30		Percent	Parity with Ameritech		

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

	12	Percentage of Due Dates Missed Due to Lack of Facilities - 2/4w (8dB) analog loop	Percent	Parity with B1 Dispatch Non- Designed	Percentage of Due Dates Missed Due to Lack of Facilities - 2/4q (8dB) analog loop	Percent
	12	Percentage of Due Dates Missed Due to Lack of Facilities - 2/4w (5.5dB) assured analog loop	Percent	Parity with Dispatch Designed	Percentage of Due Dates Missed Due to Lack of Facilities - 2/4w (5.5dB) assured analog loop	Percent
	12	Percentage of Due Dates Missed Due to Lack of Facilities - 2w digital loop (ISDN capable)	Percent	Parity with Dispatch Designed	12 Percentage of Due Dates Missed Due to Lack of Facilities - 2w digital loop (ISDN capable)	Percent
	12	Percentage of Due Dates Missed Due to Lack of Facilities - 2w digital loop (XDSL capable),	Percent	Parity with Dispatch Designed	Percentage of Due Dates Missed Due to Lack of Facilities - 2w digital loop (XDSL capable),	Percent
	12	Percentage of Due Dates Missed Due to Lack of Facilities - 4w digital loop (1.544Mbps capable/HDSL)	Percent	Parity with Dispatch Designed	Percentage of Due Dates Missed Due to Lack of Facilities - 4w digital loop (1.544Mbps capable/HDSL)	Percent
	12	Percentage of Due Dates Missed Due to Lack of Facilities - UNE Port - Basic Analog/Coin	Percent	Parity with CentraNet- Simple	Percentage of Due Dates Missed Due to Lack of Facilities - UNE Port - Basic Analog/Coin	Percent
	12	Percentage of Due Dates Missed Due to Lack of Facilities - UNE Port - Centrex,ISDN (BRI),	Percent	Parity with CentraNet- Complex	Percentage of Due Dates Missed Due to Lack of Facilities - UNE Port - Centrex,ISDN (BRI),	Percent
	12	Percentage of Due Dates Missed Due to Lack of Facilities - UNE Port - DS1/ISDN-PRI,	Percent	Parity with CentraNet- Complex	Percentage of Due Dates Missed Due to Lack of Facilities - UNE Port - DS1/ISDN-PRI,	Percent
	12	Percentage of Due Dates Missed Due to Lack of Facilities - UNE Port - PBX DID	Percent	Parity with CentraNet- Complex	Percentage of Due Dates Missed Due to Lack of Facilities - UNE Port - PBX DID	Percent
	12	Percentage of Due Dates Missed Due to Lack of Facilities - UNE Dedicated Transport (inc DS1 and DS3	Percent	Parity with HICAP Designed	Percentage of Due Dates Missed Due to Lack of Facilities - UNE Dedicated Transport (including DS1 and DS3)	Percent
	12	Percentage of Due Dates Missed Due to Lack of Facilities - UNE Platform (PB Only)	Percent	N/A	Percentage of Due Dates Missed Due to Lack of Facilities - UNE Platform (PB Only)	Percent
	12	Interconnection Trunks	Percent	Parity with ILEC Dedicated Trunks	Interconnection Trunks	Percent
	3	Average Reject Notice Interval - Electronically Received/Electronically Handled - All Interfaces	HH:MM	20 Minutes	3 Average Reject Notice Interval - Electronically Received/Electronically Handled - All Interfaces	нн:мм
	3	Average Reject Notice Interval - Electronically Received/Electronically Handled - Syntax and Content Errors	HH:MM	20 Minutes	Average Deject Notice Interval Electronically	нн:мм
	3	Average Reject Notice Interval - Electronically Received/Electronically Handled - Resale Orders and Facility Based/UNE Orders	HH:MM	20 Minutes	Average Reject Notice Interval - Electronically	нн:мм
	3	Average Reject Notice Interval - Electronically Received/Manually Handled - All Interfaces	HH:MM	5 Hours	3 Average Reject Notice Interval - Electronically Received/Manually Handled - All Interfaces	нн:мм
	3	Average Reject Notice Interval - Electronically Received/Manually Handled - Syntax and Content Errors	HH:MM	5 Hours	Average Deject Notice Interval - Flectronically Descived/Monvelly	нн:мм
	3	Average Reject Notice Interval - Electronically Received/Manually Handled - Resale Orders and Facility Based/UNE Orders	HH:MM	5 Hours	Handled - Resale Orders and Facility Based/UNE Orders	HH:MM
	3	Average Reject Notice Interval - Manually Received/Manually Handled (fax) - Resale Orders and Facility Based/UNE Orders	HH:MM	10 Hours	3 Average Reject Notice Interval - Manually Received/Manually Handled (fax) - Resale Orders and Facility Based/UNE Orders	HH:MM
	10	PNP Network Provisioning	Percent	Parity	10 PNP Network Provisioning P	Percent
	14	-	Percent	Parity with B1 Dispatch Non- Designed		Percent
	14	Held Order Interval - 2/4w (5.5dB) assured analog loop	Percent	Parity with Dispatch Designed	14 Held Order Interval - 2/4w (5.5dB) assured analog loop P	Percent
	14	Held Order Interval - 2w digital loop (ISDN capable)	Percent	Parity with Dispatch Designed	14 Held Order Interval - 2w digital loop (ISDN capable) P	Percent
	14	Held Order Interval - 2w digital loop (XDSL capable),	Percent	Parity with Dispatch Designed	14 Held Order Interval - 2w digital loop (XDSL capable), P	Percent

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

								14	1 Held Order Interval -	4w digital loop (1.544Mbps capable	e/HDSL) Percer	Parity with Dispatch		Held Order Interval - 4w digital loop (1.544Mbps capable/HDSL)	Percent
									Tield Glaci interval	Two digital loop (1.044Nibpo capable	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Designed		Tied Order interval 4w digital loop (1.544wisps dapasie/11262)	1 Clock
								14	Held Order Inte	erval - UNE Port - Basic Analog/Coi	n Percer	Parity with CentraNet Simple		Held Order Interval - UNE Port - Basic Analog/Coin	Percent
								14	Held Order Inte	val - UNE Port - Centrex,ISDN (BR	I), Percer	Parity with CentraNet Complex	- 14	Held Order Interval - UNE Port - Centrex,ISDN (BRI),	Percent
								14	Held Order In	terval - UNE Port - DS1/ISDN-PRI,	Percer	Parity with CentraNet Complex	- 14	Held Order Interval - UNE Port - DS1/ISDN-PRI,	Percent
								14	Held Orde	r Interval - UNE Port - PBX DID	Percer	Parity with CentraNet Complex	- 14	Held Order Interval - UNE Port - PBX DID	Percent
								14	Held Order Interval - U	INE Dedicated Transport (inc DS1	and DS3 Percer	Parity with HICAP Designed	14	Held Order Interval - UNE Dedicated Transport (including DS1 and DS3)	Percent
								14	Held Order	nterval - UNE Platform (PB Only)	Percer	nt N/A	14	Held Order Interval - UNE Platform (PB Only)	Percent
								14	Held Order	Interval - Interconnection Trunks	Percer	Parity with ILEC Dedicated Trunks	111	Held Order Interval - Interconnection Trunks	Percent
MR-2	enance and Repair Calls Answered w/in 20 Seconds - Interconnect	Percent	Parity	Mainte	enance and Repair			IME	aintenance and R	<u>epair</u>			Ma	aintenance and Repair	
	Repair Center Out of Service Cleared w/in 24 Hours - Resale - Res, Bus, Centrex, Centrex 21, PBX Trunks, Basic ISDN, Megabit	Percent	Parity with Retail												
MR-3	Out of Service Cleared w/in 24 Hours - Shared Loop/Line Sharing	Percent	Diagnostic												
MR-3	Out of Service Cleared w/in 24 Hours - Sub-Loop Unbundling	Percent	Diagnostic												
MR-3	Out of Service Cleared w/in 24 Hours - Unbundled Loops - Analog Loop	Percent	Parity with Retail Res and Bus POTS												
MR-3	Out of Service Cleared w/in 24 Hours - Unbundled Loops - Non Loaded Loop	Percent	Parity with Retail ISDN- BRI												
MR-3	Out of Service Cleared w/in 24 Hours - Unbundled Loops - ADSL Qualified Loop	Percent	Parity with Retail Megabit												
MR-3	Out of Service Cleared w/in 24 Hours - Unbundled Loops - UNE - Platform (UNE-P) (POTS)	Percent	Parity with Appropiate Retail Service												
				40 40	Percent Out of Service Intervals < 24 Hours - POTS - Bus Percent Out of Service Intervals < 24 Hours - POTS - Res		Parity with Ameritech Retail Parity with Ameritech Retail								
				40	Percent Out of Service Intervals < 24 Hours - UNE Combo	Percent	Darity with Ameritash Dec								
								22	POTS Out of Service	Less Than 24 Hours - Res and Bus and UNE) - Resale	(Resale Percer	Parity with Retail	22	POTS Out of Service Less Than 24 Hours - Res and Bus (Resale and UNE) - Resale	Percent
								22		Less Than 24 Hours - Res and Bus E) - 2/4w (8dB) Analog Loop	(Resale Percer	Parity with B1 Dispato Non- Designed	:h 22	POTS Out of Service Less Than 24 Hours - Res and Bus (Resale and UNE) - 2/4w (8dB) Analog Loop	Percent
								22		Less Than 24 Hours - Res and Bus E) - UNE Port - Basic Analog	(Resale Percer	Parity with CentraNet Simple		POTS Out of Service Less Than 24 Hours - Res and Bus (Resale and UNE) - UNE Port - Basic Analog	Percent
								22		Less Than 24 Hours - Res and Bus NE) - UNE Platform - POTS	(Resale Percer	nt N/A	22	POTS Out of Service Less Than 24 Hours - Res and Bus (Resale and UNE) - UNE Platform - POTS	Percent

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

All Troubles Cleared w/in 48 Hours - Resale - Res,						
MR-4 Bus, Centrex, Centrex 21, PBX Trunks, Basic Percent ISDN, Megabit	Parity with Retail					
MR-4 All Troubles Cleared w/in 48 Hours - Shared Loop/Line Sharing Percent	Diagnostic					
MR-4 All Troubles Cleared w/in 48 Hours - Sub-Loop Unbundling	Diagnostic					
MR-4 All Troubles Cleared w/in 48 Hours - Unbundled Loops - Analog Loop	Parity with Retail Res and Bus POTS					
MR-4 All Troubles Cleared w/in 48 Hours - Unbundled Loops - Non Loaded Loop	Parity with Retail ISDN- BRI					
MR-4 All Troubles Cleared win 48 Hours - Unbundled Loops - ADSL Qualified Loop Percent	Retail Megabit					
MR-4 All Troubles Cleared w/in 48 Hours - Unbundled Loops - UNE - Platform (UNE-P) (POTS) Percent	Parity with Appropiate Retail Service					
MR-5 Primary ISDN,DS0,DS1,DS3 and higher,Frame Relay	Parity with Retail					
MR-5 All Troubles Cleared w/in 4 Hours - LIS Trunking Percent	Parity with Qwest Interoffice Trunks					
MR-5 All Troubles Cleared w/in 4 Hours - UDIT - DS1 Level Percent	Parity with DS1 Private Line					
MR-5 All Troubles Cleared w/in 4 Hours - UDIT - Above DS1 Level	Parity with Private Line - Services above DS1 level					
MR-5 All Troubles Cleared w/in 4 Hours - Unbundled Loops - Non Loaded Loop (4 Wire) Percent	Parity with Retail DS1					
MR-5 All Troubles Cleared w/in 4 Hours - Unbundled Loops - DS1 Capable Loop	Parity with Retail DS2					
MR-5 All Troubles Cleared w/in 4 Hours - Unbundled Loops - ISDN Capable Loop	Parity with ISDN BRI					
MR-5 All Troubles Cleared w/in 4 Hours - Unbundled Loops - DS3 and Higher Percent	Parity with Retail DS3 and Higher					
MR-5 All Troubles Cleared w/in 4 Hours - E911/911 Percent Trunks	Parity with					
MR-5 All Troubles Cleared w/in 4 Hours - Enhanced Extended Links (EELs), including UNE-C Percent	Diagnostic					
Mean Time to Restore - Resale - Res,Bus,Centrex,Centrex 21,PBX Trunks,Basic ISDN,Megabit HH:MM	Parity with Retail		21 Average Time to Restore - 2/4w (8db) Analog Loop	нн:мм	Parity with B1 Dispatch Non- Designed	21 Average Time to Restore - 2/4w (8db) Analog Loop HH:MM
MR-6 Mean Time to Restore - UNE - Platform (UNE-P) HH:MM (POTS)	Parity with Like Retail Service		21 Average Time to Restore - 2/4w (5.5db) assured Analog Loop	нн:мм	Parity with Dispatch Designed Services	21 Average Time to Restore - 2/4w (5.5db) assured Analog Loop HH:MM
MR-6 Mean Time to Restore - Shared Loop/Line Sharing HH:MM	Diagnostic					
MR-6 Mean Time to Restore - Sub-Loop Unbundling HH:MM	Diagnostic				Devite	
MR-6 Mean Time to Restore - Resale - Primary ISDN,DS0,DS1,DS3 and higher,Frame Relay	Parity with Retail		21 Average Time to Restore - 2w Digital Loop (ISDN)	HH:MM	Parity with Dispatch Designed Services	21 Average Time to Restore - 2w Digital Loop (ISDN) HH:MM
MR-6 Mean Time to Restore - LIS Trunks HH:MM	Parity with Qwest Interoffice Trunks		21 Average Time to Restore - 2w Digital Loop (xDSL)	нн:мм	Parity with Dispatch Designed Services	21 Average Time to Restore - 2w Digital Loop (xDSL) HH:MM
MR-6 Mean Time to Restore - UDIT - DS1 level HH:MM	Parity with DS1 Private Line		21 Average Time to Restore - 4w Digital Loop (ISDN PRI)	нн:мм	Parity with Dispatch Designed Services	21 Average Time to Restore - 4w Digital Loop (ISDN PRI) HH:MM

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

								3/1/33				01 OA 3/1/33	
MR-6 Mean Time to Restore - UDIT - Above DS1 level	HH:MM	Parity with Retail Private Lines above DS1 Level					21	Average Time to Restore - UNE Port - Basic Analog	нн:мм	Parity with CentraNet - Simple	21	Average Time to Restore - UNE Port - Basic Analog	нн:мм
MR-6 Mean Time to Restore - UDIT - Dark Fiber - IOF	HH:MM	Diagnostic											
MR-6 Mean Time to Restore - Unbundled - Analog Loop		Parity with Retail Res and Bus POTS					21	Average Time to Restore - UNE Port - Centrex	HH:MM	Parity with CentraNet - Complex	21	Average Time to Restore - UNE Port - Centrex	HH:MM
MR-6 Mean Time to Restore - Unbundled - Non Loaded Loop (2 wire)	HH:MM	Parity with Retail ISDN BRI					21	Average Time to Restore - UNE Port - PBX DID	нн:мм	Parity with CentraNet - Complex	21	Average Time to Restore - UNE Port - PBX DID	нн:мм
MR-6 Mean Time to Restore - Unbundled - Non Loaded Loop (4 wire)	HH:MM	Parity with Retail DS1 Private Line					21	Average Time to Restore - UNE Port - ISDN (BRI)	HH:MM	Parity with CentraNet - Complex	21	Average Time to Restore - UNE Port - ISDN (BRI)	HH:MM
MR-6 Mean Time to Restore - Unbundled - DS1 Capable Loop	HH:MM	Parity with Retail DS1 Private Line					21	Average Time to Restore - UNE Port - DS1/ISDN (PRI)	HH:MM	Parity with CentraNet - Complex	21	Average Time to Restore - UNE Port - DS1/ISDN (PRI)	нн:мм
MR-6 Mean Time to Restore - Unbundled - ISDN Capable Loop	нн:мм	Parity with Retail ISDN BRI					21	Average Time to Restore - UNE Dedicated Transport	нн:мм	Parity with HICAP Designed	21	Average Time to Restore - UNE Dedicated Transport	нн:мм
MR-6 Mean Time to Restore - Unbundled - ADSL Qualified Loop	HH:MM	Parity with Retail Megabit					21	Average Time to Restore - UNE Platform (PB Only)	HH:MM	N/A	21	Average Time to Restore - UNE Platform (PB Only)	нн:мм
MR-6 Mean Time to Restore - Unbundled - DS3 and Higher	HH:MM	Parity with Retail DS3 and Higher					21	Average Time to Restore - Interconnection Trunks	HH:MM	ILEC Dedicated Trunks	21	Average Time to Restore - Interconnection Trunks	HH:MM
MR-6 Mean Time to Restore - Unbundled - Dark Fiber -	HH:MM	Diagnostic											
Loop											\vdash		
MR-6 Mean Time to Restore - E911/911 Trunks	нн:мм	Parity with Retail E911/911 Trunks					21	Average Time to Restore - PNP - Port Out	НН:ММ	TBD	21	Average Time to Restore - PNP - Port Out	нн:мм
MR-6 Mean Time to Restore - Enhanced Extended Links	HH:MM	Diagnostic											
(EELs), including UNE-C	1111.101101	Diagnostic											
			39	Receipt to Clear Duration - POTS - Bus	HH:MM	Parity with Ameritech							
			39	Receipt to Clear Duration - POTS - Res	HH:MM	Parity with Ameritech							
	-		39 39	Receipt to Clear Duration - POTS - Dispatch Receipt to Clear Duration - POTS - No Dispatch	HH:MM HH:MM	Parity with Ameritech Parity with Ameritech					\vdash		
			39	Receipt to Clear Duration - POTS - No Dispatch Receipt to Clear Duration - POTS - Affecting Service	HH:MM	Parity with Ameritech					\vdash		
			39	Receipt to Clear Duration - POTS - Out of Service	HH:MM	Parity with Ameritech							
			39	Receipt to Clear Duration - UNE Combo - Dispatch	HH:MM	Parity with Ameritech							
			39	Receipt to Clear Duration - UNE Combo - No Dispatch	HH:MM	Parity with Ameritech							
			39	Receipt to Clear Duration - UNE Combo - Affecting Service	HH:MM	Parity with Ameritech							
			39	Receipt to Clear Duration - UNE Combo - Out of Service	HH:MM	Parity with Ameritech							
Repair Repeat Report Rate - Resale - Res,Bus,Centrex,Centrex 21,PBX Trunks,Basic ISDN,Megabit	Percent	Parity with Retail											
MR-7 Repair Repeat Report Rate - UNE - Platform (UNE P) (POTS)	Percent	Parity with Like Retail Service											
MR-7 Repair Repeat Report Rate - Shared Loop/Line Sharing Repair Repeat Report Rate - Sub-Loop	Percent	Diagnostic											
Unbundling	Percent	Diagnostic									Ш		
MR-7 Repair Repeat Report Rate - Resale - Primary ISDN,DS0,DS1,DS3 and higher,Frame Relay	Percent	Parity with Retail	1 7				\prod				$\sqcup \sqcup \top$	·	
MR-7 Repair Repeat Report Rate - LIS Trunks	Percent	Parity with Qwest Interoffice Trunks											
MR-7 Repair Repeat Report Rate - UDIT - DS1 level	Percent	Parity with DS1 Private Line											
MR-7 Repair Repeat Report Rate - UDIT - Above DS1 level	Percent	Parity with Retail Private Lines above DS1 Level											
MR-7 Repair Repeat Report Rate - UDIT - Dark Fiber - IOF	Percent	Diagnostic			_								
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"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

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MR-7	Repair Repeat Report Rate - Non Loaded Loop (2 wire)	Percent	Parity with Retail ISDN BRI								
MR-7	Repair Repeat Report Rate - Non Loaded Loop (4 wire)	Percent	Parity with Retail DS1 Private Line								
MR-7	Repair Repeat Report Rate - DS1 Capable Loop	Percent	Parity with Retail DS1 Private Line								
MR-7	Repair Repeat Report Rate - ISDN Capable Loop	Percent	Parity with Retail ISDN BRI								
MR-7	Repair Repeat Report Rate - ADSL Qualified Loop	Percent	Parity with Retail Megabit								
MR-7	Repair Repeat Report Rate - DS3 and Higher	Percent	Parity with Retail DS3 and								
MR-7	Repair Repeat Report Rate - Dark Fiber - Loop	Percent	Higher Diagnostic								
MR-7	Repair Repeat Report Rate - E911/911 Trunks	Percent	Parity with Retail E911/911 Trunks								
MR-7	Repair Repeat Report Rate - Enhanced Extended	Percent	Diagnostic								
	Links (EELs), including UNE-C			41	Percent Repeat Reports - POTS - Bus	Percent	Parity with Ameritech Retail				
				41	Percent Repeat Reports - POTS - Res		Parity with Ameritech Retail Parity with Res and Bus				
				41	Percent Repeat Reports - UNE Combo	Percent	Combined.				
								Frequency of Repeat Troubles in 30 Day Period - 2/4w (8db) Analog Loop	Percent	Parity with B1 Dispatch Non- Designed	Frequency of Repeat Troubles in 30 Day Period - 2/4w (8db) Analog Loop Percent
								Frequency of Repeat Troubles in 30 Day Period - 2/4w (5.5db) assured Analog Loop	Percent	Parity with Dispatch Designed Services	23 Frequency of Repeat Troubles in 30 Day Period - 2/4w (5.5db) assured Analog Loop Percent
								Frequency of Repeat Troubles in 30 Day Period - 2w Digital Loop (ISDN)	Percent	Parity with Dispatch Designed Services	23 Frequency of Repeat Troubles in 30 Day Period - 2w Digital Loop (ISDN) Percent
								23 Frequency of Repeat Troubles in 30 Day Period - 2w Digital Loop (xDSL)	Percent	Parity with Dispatch Designed Services	23 Frequency of Repeat Troubles in 30 Day Period - 2w Digital Loop (xDSL)
								Frequency of Repeat Troubles in 30 Day Period - 4w Digital Loop (ISDN PRI)	Percent	Parity with Dispatch Designed Services	Frequency of Repeat Troubles in 30 Day Period - 4w Digital Loop (ISDN PRI)
								Frequency of Repeat Troubles in 30 Day Period - UNE Port - Basic Analog	Percent	Parity with CentraNet - Simple	Frequency of Repeat Troubles in 30 Day Period - UNE Port - Basic Analog Percent
								Frequency of Repeat Troubles in 30 Day Period - UNE Port - Centrex	Percent	Parity with CentraNet - Complex	Frequency of Repeat Troubles in 30 Day Period - UNE Port - Centrex
								Frequency of Repeat Troubles in 30 Day Period - UNE Port - PBX DID	Percent	Parity with CentraNet - Complex	Frequency of Repeat Troubles in 30 Day Period - UNE Port - PBX DID Percent
								Frequency of Repeat Troubles in 30 Day Period - UNE Port - ISDN (BRI)	Percent	Parity with CentraNet - Complex	Frequency of Repeat Troubles in 30 Day Period - UNE Port - ISDN (BRI)
								Frequency of Repeat Troubles in 30 Day Period - UNE Port - DS1/ISDN (PRI)	Percent	Parity with CentraNet - Complex	Frequency of Repeat Troubles in 30 Day Period - UNE Port - DS1/ISDN (PRI)
								Frequency of Repeat Troubles in 30 Day Period - UNE Dedicated Transport	Percent	Parity with HICAP Designed	Frequency of Repeat Troubles in 30 Day Period - UNE Dedicated Transport Percent
								Frequency of Repeat Troubles in 30 Day Period - UNE Platform (PB Only)	Percent	N/A	Frequency of Repeat Troubles in 30 Day Period - UNE Platform (PB Only)
					-			23 Frequency of Repeat Troubles in 30 Day Period - Interconnection Trunks	Percent	ILEC Dedicated Trunks	23 Frequency of Repeat Troubles in 30 Day Period - Interconnection Trunks

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

								23 Frequency of Repeat Troubles in 30 Day Period - PNP - Port Out	Percent	TBD	23 Frequency of Repeat Troubles in 30 Day Period - PNP - Port Out Percent
MR-8	Trouble Report Rate - Resale - Res,Bus,Centrex,Centrex 21,PBX Trunks,Basic ISDN,Megabit	Percent	Parity with Retail								
MR-8	Trouble Report Rate - Resale - Megabit	Percent	Parity with Megabit Service								
MR-8	Trouble Report Rate - UNE - Platform (UNE-P) (POTS)	Percent	Parity with Like Retail Service								
MR-8	Trouble Report Rate - Shared Loop/Line Sharing	Percent	Diagnostic								
MR-8	Trouble Report Rate - Sub-Loop Unbundling Trouble Report Rate - Resale - Primary	Percent Percent	Diagnostic Parity with								
IVIK-0	ISDN,DS0,DS1,DS3 and higher,Frame Relay	Percent	Retail Parity with								
MR-8	Trouble Report Rate - LIS Trunks	Percent	Qwest Interoffice Trunks								
MR-8	Trouble Report Rate - UDIT - DS1 level	Percent	Parity with DS1 Private Line								
MR-8	Trouble Report Rate - UDIT - Above DS1 level	Percent	Parity with Retail Private Lines above								
MR-8	Trouble Report Rate - UDIT - Dark Fiber - IOF	Percent	DS1 Level Diagnostic								
MR-8	Trouble Report Rate - UNE - Analog Loop	Percent	Parity with Retail Res and Bus POTS								
MR-8	Trouble Report Rate - UNE - Non Loaded Loop (2 wire)	Percent	Parity with Retail ISDN BRI								
MR-8	Trouble Report Rate - UNE - Non Loaded Loop (4 wire)	Percent	Parity with Retail DS1 Private Line								
MR-8	Trouble Report Rate - UNE - DS1 Capable Loop	Percent	Parity with Retail DS1 Private Line								
MR-8	Trouble Report Rate - UNE - ISDN Capable Loop	Percent	Parity with Retail ISDN BRI								
MR-8	Trouble Report Rate - UNE - ADSL Qualified Loop	Percent	Parity with Retail Megabit								
MR-8	Trouble Report Rate - UNE - DS3 and Higher	Percent	Parity with Retail DS3 and Higher								
MR-8	Trouble Report Rate - UNE - Dark Fiber - Loop	Percent	Diagnostic Parity with								
MR-8	Trouble Report Rate - E911/911 Trunks	Percent	Retail E911/911								
	Trouble Report Rate - Enhanced Extended Links	_	Trunks								
MR-8	(EELs), including UNE-C	Percent	Diagnostic	37	Trouble Report Rate - POTS - Business	Doroont	Parity with Ameritech Retail				
				37	Trouble Report Rate - POTS - Business Trouble Report Rate - POTS - Residence		Parity with Ameritech Retail				
				37	Trouble Report Rate - UNE Combo	Percent	Parity with Ameritech Res and Bus Retail Combined				
				37.1-P	Trouble Report Rate - POTS - Business - Excludes trouble reports included in PM #35 and #41	Percent	Parity with Ameritech Retail				
				37.1-P	Trouble Report Rate - POTS - Residence - Excludes trouble reports included in PM #35 and #41	Percent	Parity with Ameritech Retail				
				37.1-P	Trouble Report Rate - UNE Combo - Excludes trouble reports included in PM #35 and #41	Percent	Parity with Ameritech Res and Bus Retail Combined				
								19 Customer Trouble Report Rate - 2/4w (8db) Analog Loop	Percent	Parity with B1 Dispatch Non- Designed	19 Customer Trouble Report Rate - 2/4w (8db) Analog Loop Percent
								19 Customer Trouble Report Rate - 2/4w (5.5db) assured Analog Loop	Percent	Parity with Dispatch Designed Services	Customer Trouble Report Rate - 2/4w (5.5db) assured Analog Loop

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

							19 Customer Trouble Report Rate - 2w Digital Loop (ISDN)	Percent	Parity with Dispatch Designed Services	19 Customer Trouble Report Rate - 2w Digital Loop (ISDN)	Percent
							19 Customer Trouble Report Rate - 2w Digital Loop (xDSL)	Percent	Parity with Dispatch Designed Services	19 Customer Trouble Report Rate - 2w Digital Loop (xDSL)	Percent
							19 Customer Trouble Report Rate - 4w Digital Loop (ISDN PRI)	Percent	Parity with Dispatch Designed Services	19 Customer Trouble Report Rate - 4w Digital Loop (ISDN PRI)	Percent
							19 Customer Trouble Report Rate - UNE Port - Basic Analog	Percent	Parity with CentraNet - Simple	19 Customer Trouble Report Rate - UNE Port - Basic Analog	Percent
							19 Customer Trouble Report Rate - UNE Port - Centrex	Percent	Parity with CentraNet - Complex	19 Customer Trouble Report Rate - UNE Port - Centrex	Percent
							19 Customer Trouble Report Rate - UNE Port - PBX DID	Percent	Parity with CentraNet - Complex	19 Customer Trouble Report Rate - UNE Port - PBX DID	Percent
							19 Customer Trouble Report Rate - UNE Port - ISDN (BRI)	Percent	Parity with CentraNet - Complex	19 Customer Trouble Report Rate - UNE Port - ISDN (BRI)	Percent
							19 Customer Trouble Report Rate - UNE Port - DS1/ISDN (PRI)	Percent	Parity with CentraNet - Complex	19 Customer Trouble Report Rate - UNE Port - DS1/ISDN (PRI)	Percent
							19 Customer Trouble Report Rate - UNE Dedicated Transport	Percent	Parity with HICAP Designed	19 Customer Trouble Report Rate - UNE Dedicated Transport	Percent
							19 Customer Trouble Report Rate - UNE Platform (PB Only)	Percent	N/A	19 Customer Trouble Report Rate - UNE Platform (PB Only)	Percent
							19 Customer Trouble Report Rate - Interconnection Trunks	Percent	ILEC Dedicated Trunks	19 Customer Trouble Report Rate - Interconnection Trunks	Percent
								Danasat			
							19 Customer Trouble Report Rate - PNP - Port Out	Percent	TBD	19 Customer Trouble Report Rate - PNP - Port Out	Percent
MR-9	Repair Appointments Met Percent	Parity	38			Parity with Ameritech Retail	19 Customer Trouble Report Rate - PNP - Port Out	Percent	IBD	19 Customer Trouble Report Rate - PNP - Port Out	Percent
MR-9	Repair Appointments Met Percent	Parity	38	Percent Missed Repair Commitments - POTS - Res	Percent	Parity with Ameritech Retail	19 Customer Irouble Report Rate - PNP - Port Out	Percent	IBD	19 Customer Trouble Report Rate - PNP - Port Out	Percent
MR-9	Repair Appointments Met Percent	Parity	38 38	Percent Missed Repair Commitments - POTS - Res Percent Missed Repair Commitments - POTS - Dispatch	Percent Percent	Parity with Ameritech Retail Parity with Ameritech Retail	19 Customer Irouble Report Rate - PNP - Port Out	Percent	IBD	19 Customer Trouble Report Rate - PNP - Port Out	Percent
MR-9	Repair Appointments Met Percent	Parity	38 38 38	Percent Missed Repair Commitments - POTS - Res Percent Missed Repair Commitments - POTS - Dispatch Percent Missed Repair Commitments - POTS - No Dispatch	Percent Percent Percent	Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Res	19 Customer I rouble Report Rate - PNP - Port Out	Percent	IBD	19 Customer Trouble Report Rate - PNP - Port Out	Percent
MR-9	Repair Appointments Met Percent	Parity	38 38	Percent Missed Repair Commitments - POTS - Res Percent Missed Repair Commitments - POTS - Dispatch Percent Missed Repair Commitments - POTS - No Dispatch Percent Missed Repair Commitments - UNE Combo - Dispatch	Percent Percent	Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Res and Bus Combined	19 Customer I rouble Report Rate - PNP - Port Out	Percent	IBD	19 Customer Trouble Report Rate - PNP - Port Out	Percent
MR-9	Repair Appointments Met Percent	Parity	38 38 38	Percent Missed Repair Commitments - POTS - Res Percent Missed Repair Commitments - POTS - Dispatch Percent Missed Repair Commitments - POTS - No Dispatch Percent Missed Repair Commitments - UNE Combo - Dispatch Percent Missed Repair Commitments - UNE Combo - No	Percent Percent Percent	Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Res and Bus Combined Parity with Ameritech Res	19 Customer I rouble Report Rate - PNP - Port Out	Percent	IBD	19 Customer Trouble Report Rate - PNP - Port Out	Percent
MR-9	Repair Appointments Met Percent	Parity	38 38 38 38	Percent Missed Repair Commitments - POTS - Res Percent Missed Repair Commitments - POTS - Dispatch Percent Missed Repair Commitments - POTS - No Dispatch Percent Missed Repair Commitments - UNE Combo - Dispatch Percent Missed Repair Commitments - UNE Combo - No	Percent Percent Percent Percent	Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Res and Bus Combined	20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (8db) Analog Loop		Parity with B1 Dispatch Non- Designed	20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (8db) Analog Loop	
MR-9	Repair Appointments Met Percent	Parity	38 38 38 38	Percent Missed Repair Commitments - POTS - Res Percent Missed Repair Commitments - POTS - Dispatch Percent Missed Repair Commitments - POTS - No Dispatch Percent Missed Repair Commitments - UNE Combo - Dispatch Percent Missed Repair Commitments - UNE Combo - No	Percent Percent Percent Percent	Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Res and Bus Combined Parity with Ameritech Res	Percentage of Customer Trouble Not Resolved Within Estimated	d Percent	Parity with B1 Dispatch Non-	Percentage of Customer Trouble Not Resolved Within Estimated	l Percent
MR-9	Repair Appointments Met Percent	Parity	38 38 38 38	Percent Missed Repair Commitments - POTS - Res Percent Missed Repair Commitments - POTS - Dispatch Percent Missed Repair Commitments - POTS - No Dispatch Percent Missed Repair Commitments - UNE Combo - Dispatch Percent Missed Repair Commitments - UNE Combo - No	Percent Percent Percent Percent	Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Res and Bus Combined Parity with Ameritech Res	20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (8db) Analog Loop Percentage of Customer Trouble Not Resolved Within Estimated	Percent Percent	Parity with B1 Dispatch Non- Designed Parity with Dispatch Designed Services Parity with Dispatch Designed Services	20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (8db) Analog Loop Percentage of Customer Trouble Not Resolved Within Estimated	Percent Percent
MR-9	Repair Appointments Met Percent	Parity	38 38 38 38	Percent Missed Repair Commitments - POTS - Res Percent Missed Repair Commitments - POTS - Dispatch Percent Missed Repair Commitments - POTS - No Dispatch Percent Missed Repair Commitments - UNE Combo - Dispatch Percent Missed Repair Commitments - UNE Combo - No	Percent Percent Percent Percent	Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Res and Bus Combined Parity with Ameritech Res	20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (8db) Analog Loop 20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (5.5db) assured Analog Loop 20 Percentage of Customer Trouble Not Resolved Within Estimated	Percent Percent	Parity with B1 Dispatch Non- Designed Parity with Dispatch Designed Services Parity with Dispatch Designed Services Parity with Dispatch Designed Services	20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (8db) Analog Loop 20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (5.5db) assured Analog Loop 20 Percentage of Customer Trouble Not Resolved Within Estimated	Percent Percent Percent
MR-9	Repair Appointments Met Percent	Parity	38 38 38 38	Percent Missed Repair Commitments - POTS - Res Percent Missed Repair Commitments - POTS - Dispatch Percent Missed Repair Commitments - POTS - No Dispatch Percent Missed Repair Commitments - UNE Combo - Dispatch Percent Missed Repair Commitments - UNE Combo - No	Percent Percent Percent Percent	Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Res and Bus Combined Parity with Ameritech Res	20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (8db) Analog Loop 20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (5.5db) assured Analog Loop 20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2w Digital Loop (ISDN) 20 Percentage of Customer Trouble Not Resolved Within Estimated	Percent Percent Percent Percent	Parity with B1 Dispatch Non- Designed Parity with Dispatch Designed Services Parity with Dispatch Designed Services Parity with Dispatch Designed Designed	20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (8db) Analog Loop 20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (5.5db) assured Analog Loop 20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2w Digital Loop (ISDN)	Percent Percent Percent Percent
MR-9	Repair Appointments Met Percent	Parity	38 38 38 38	Percent Missed Repair Commitments - POTS - Res Percent Missed Repair Commitments - POTS - Dispatch Percent Missed Repair Commitments - POTS - No Dispatch Percent Missed Repair Commitments - UNE Combo - Dispatch Percent Missed Repair Commitments - UNE Combo - No	Percent Percent Percent Percent	Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Res and Bus Combined Parity with Ameritech Res	20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (8db) Analog Loop 20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (5.5db) assured Analog Loop 20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2w Digital Loop (ISDN) 20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2w Digital Loop (xDSL) 20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2w Digital Loop (xDSL)	Percent Percent Percent Percent Percent	Parity with B1 Dispatch Non- Designed Parity with Dispatch Designed Services Parity with Dispatch Designed Services Parity with Dispatch Designed Services Parity with Dispatch Designed Designe	20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (8db) Analog Loop 20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2/4w (5.5db) assured Analog Loop 20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2w Digital Loop (ISDN) 20 Percentage of Customer Trouble Not Resolved Within Estimated Time - 2w Digital Loop (xDSL) 20 Percentage of Customer Trouble Not Resolved Within Estimated	Percent Percent Percent Percent Percent

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

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Property of Control Property										Percent	CentraNet -	
										Percent	Parity with CentraNet -	20 Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Port - ISDN (BRI)
A										Percent	Parity with CentraNet -	
Process										Percent	Parity with HICAP	
Part									Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Platform (PB Only)	Percent	N/A	20 Percentage of Customer Trouble Not Resolved Within Estimated Time - UNE Platform (PB Only)
Contract Amount Tractal Report Tractal R									Time - Interconnection Trunks	Percent	Dedicated	Time - Interconnection Trunks
Common Agency Common Services Common Agency Common Age									20 Percentage of Customer Trouble Not Resolved Within Estimated	Percent	TBD	Percentage of Customer Trouble Not Resolved Within Estimated Percent
Process Reader Thouak Region - Floriday Process (Process (Proc					42	Percent No Access - Bus Res	AGREED T	O FLIMINATE	Tillie - PNP - Polt Out			Time - PNP - Port Out
18	MD											
	10	ISDN,Megabit			42	Percent No Access - UNE Combo	AGREED T	O ELIMINATE				
Control Register Train Register Control Reg	MR-	Megabit Customer-Related Trouble Reports - UNE -		-								
Rets Construent Retained Took Response 1.15 Transis Percent Diagnoside Di		Customer-Related Trouble Reports - Resale -										
Continuer Federate Trouble Reports - USF 17-50		Relay										
Mar. Counter-Related Trouble Reports - Analog Loop Percent Counter-Related Trouble Reports - Related Trouble Reports - Related Trouble Reports - Related Trouble Reports - DSI Counter-Related T	10	•		-								
Machine Control February Control Con	MR-	level Customer-Related Trouble Reports - UDIT -										
Outcome Related Trouble Reports - Non Loaded Percent Diagnostic	MR-	Above DS1 level		-								
Mirc Coutomer-Related Trouble Reports - Not Loaded Loage (4 win)	MR-	Customer-Related Trouble Reports - Non Loaded		-								
MR: Customer-Related Trouble Reports - DST Capable 10-00	MR-	Customer-Related Trouble Reports - Non Loaded										
Miles	MR-	Customer-Related Trouble Reports - DS1 Capable										
Mic	MR-	Customer-Related Trouble Reports - ISDN	Percent	-								
MR- Customer-Related Trouble Reports - DS and Higher 10 Diagnostic	MR-	Customer-Related Trouble Reports - ADSL	Percent	Diagnostic								
MR: Outstoner-Related Trouble Reports - E911/911 Trunks Billing Bill Mean Time to Provide Recorded Usage Records Average Business Days Average Business Days Percent Within 4 Days Bi-1 Mean Time to Provide Recorded Usage Records - Percent Within 4 Days Bi-1 Invoices Delivered with 1 Days Billing Accuracy - Adjustments for Errors - UNE Billing Accuracy - Adjustments for Errors - Recip Comp Minutes of Use (MOU) Bi-3 Billing Accuracy - Adjustments for Errors - Recip Comp Minutes of Use (MOU) Bi-4 Billing Accuracy - Adjustments for Errors - Recip Comp Minutes of Use (MOU) Bi-5 Billing Completeness - Adjustments of Errors - Recip Comp Minutes of Use (MOU) Bi-6 Billing Completeness - Adjustments of Errors - Recip Comp Minutes of Use (MOU) Bi-7 Billing Completeness - Adjustments of Errors - Percent Recip Billing Completeness - Adjustments of Errors - Percent Recip Billing Completeness - Adjustments of Errors - Percent Recip Billing Completeness - Adjustments of Errors - Percent Recip Billing Completeness - Adjustments of Errors - Percent Recip Billing Completeness - Adjustments of Errors - Percent Recip Billing Completeness - Adjustments of Errors - Percent Recip Billing Completeness - Adjustments of Errors - Percent Recip Billing Completeness - Adjustments of Errors - Percent Recip Billing Completeness - Adjustments of Errors - Percent Recip Billing Completeness - Adjustments of Errors - Percent Recip Billing Completeness - Adjustments of Errors - Percent Recip Billing Completeness - Adjustments of Errors - Percent Recip Billing Completeness - Adjustments of Errors - Percent Recip Billing Completeness - Adjustments of Errors - Percent Percent Recip Billing Completeness - Adjustments of Errors - Percent	MR-	Customer-Related Trouble Reports - DS3 and	Percent	Diagnostic								
Bi-I Mean Time to Provide Recorded Usage Records Average Business Days Parity with Retail			Percent	Diagnostic								
Bi-I Mean Time to Provide Recorded Usage Records Average Business Days Parity with Retail												
Bi-I Mean Time to Provide Recorded Usage Records Average Business Days Parity with Retail	Энн	20			Dilling				Pilling			Pilling
BI-1 Mean Time to Provide Recorded Usage Records - Percent Business Days BI-2 Invoices Delivered w/in 10 days Percent 99% within 4 Business Days Billing Accuracy - Adjustments for Errors - UNE and Resale Comp Minutes of Use (MOU) BI-3 Billing Accuracy - Adjustments for Errors - Recip Comp Minutes of Use (MOU) BI-4 Billing Completeness - Adjustments for Errors - Recip Comp Minutes of Use (MOU) BI-4 Billing Completeness - Adjustments for Errors - Recip Comp Minutes of Use (MOU) BI-4 Billing Completeness - Adjustments for Errors - Percent Retail Billis BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - Adjustments for Errors - Percent Party with Retail Bills BILLING Completeness - A		Mean Time to Provide Recorded Usage Records -	Business		-31111119				Billing			Billing
BI-3 Billing Accuracy - Adjustments for Errors - UNE and Resale BI-3 Billing Completeness - Adjustments for Errors - Recip Comp Minutes of Use (MOU) BI-4 Billing Completeness - Adjustments for Errors - Recip Comp Minutes of Use (MOU) BI-4 Billing Completeness - Adjustments for Errors - Recip Comp Minutes of Use (MOU) BI-4 Billing Completeness - Adjustments for Errors - Recip Comp Minutes of Use (MOU) BI-4 Billing Completeness - Adjustments for Errors - Recip Comp Minutes of Use (MOU) BI-4 Billing Completeness - Via Billing	BI-1											
BI-3 Billing Accuracy - Adjustments for Errors - Recip Comp Minutes of Use (MOU) BI-4 Billing Completeness - Adjustments for Errors - Use and Resale BI-4 Billing Completeness - Adjustments for Errors - Percent Retail Bills BI-4 Billing Completeness - Adjustments for Errors - Recip Comp Minutes of Use (MOU) BI-5 Billing Completeness - Adjustments for Errors - Recip Comp Minutes of Use (MOU) BI-6 Billing Completeness - Adjustments for Errors - Percent Retail Bills BI-7 Billing Completeness - Adjustments for Errors - Percent Recip Billing Completion Notification Timeliness - Via	BI-2	·	Percent	Calender Days								
Comp Minutes of Use (MOU) BI-4 Billing Completeness - Adjustments for Errors - UNE and Resale BI-4 Billing Completeness - Adjustments for Errors - Recip Comp Minutes of Use (MOU) BIIIng Completion Notification Timeliness - Via Billing Completion Notification Timeliness - Via	BI-3	and Resale	Percent	Parity with Retail Bills								
BI-4 UNE and Resale Percent Retail Bills UNE and Resale Percent Retail Bills UNE and Resale Percent Retail Bills UNE and Resale BIII Retail Bills UNE and Resale Percent Retail Bills UNE and Resale UNE and Retail Bills UNE and Retail B	BI-3	Comp Minutes of Use (MOU)										
Recip Comp Minutes of Use (MOU) Recip Comp Minutes of Use (MOU) Percent 95% Blilling Completion Notification Timeliness - Via Percent TRD Parity 2		UNE and Resale		Retail Bills								
		Recip Comp Minutes of Use (MOU)										
	PO-7		Percent	TBD -Parity?								

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

	letion Notification Timeliness - Billing									l .			
	sting completions for Qwest Retail	Percent	TBD -Parity?										
				14	Billing Accuracy	Percent	Parity						
				14.1-P	Percent of Claims corrected more than once	Percent	Parity with SWBT Affiliate						
				14.2-P	Time Taken to Correct Bill Errors	нн:мм	Parity; for DSL, parity with that provided to SWBT DSL Retail, SWBT DSL Affiliate, or other CLECs, whichever is lower.						
								32	Recurring Charge Completeness - Resale	Percent	Parity with Retail	32 Recurring Charge Completeness - Resale	Percent
								32	Recurring Charge Completeness - UNE	Percent	Parity with Retail	32 Recurring Charge Completeness - UNE	Percent
								32	Recurring Charge Completeness - Facilities/Interconnections	Percent	90%	32 Recurring Charge Completeness - Facilities/Interconnections/UNE Specials	Percent
								33	Non-Recurring Charge Completeness - Resale	Percent	Parity with Retail	33 Non-Recurring Charge Completeness - Resale	Percent
								33	Non-Recurring Charge Completeness - UNE	Percent	Parity with Retail	33 Non-Recurring Charge Completeness - UNE	Percent
									Non-Recurring Charge Completeness - Facilities/Interconnections	Percent	90%	Non-Recurring Charge Completeness - Facilities/Interconnections/UNE Specials	Percent
								34	Bill Accuracy - Usage/Recurring Charges/Non Recurring Charges - Resale	Percent	97%	Bill Accuracy - Usage/Recurring Charges/Non Recurring Charges Resale	Percent
								34	Bill Accuracy - Usage/Recurring Charges/Non Recurring Charges - UNE	Percent	97%	Bill Accuracy - Usage/Recurring Charges/Non Recurring Charges UNE	Percent
								34	Bill Accuracy - Usage/Recurring Charges/Non Recurring Charges - Facilities/Interconnection	Percent	95%	Bill Accuracy - Usage/Recurring Charges/Non Recurring Charges Facilities/Interconnection	Percent
				15	Percent of Accurate and Complete Formatted Mechanized Bills - EDI	Percent	99%	36	Accuracy of Mechanized Bill Feed	Percent	TBD	36 Accuracy of Mechanized Bill Feed	Percent
				15	Percent of Accurate and Complete Formatted Mechanized Bills - BDT	Percent	99%						
					Donord of House Donords to accept the donor of the donor			29	Accuracy of Usage Feed	Percent	TBD	29 Accuracy of Usage Feed	Percent
				16	Percent of Usage Records transmitted correctly where a portion of Those records have been identified as inaccurate and returned via the "Extract Return File" process by the CLECs and validated by SWBT as being inaccurate.	Percent	95%						
				17	Billing Completeness	Percent	Parity w/Ameritech Retail	31	Usage Completeness - Resale	Percent	Parity with Retail	31 Usage Completeness - Resale	Percent
				17.1-P	Service Order Posting - CABS	Percent	Diagnostic						
				17.1-P	Service Order Posting - CRIS	Percent	Diagnostic	31	Usage Completeness - UNE	Percent	Parity with Retail	31 Usage Completeness - UNE	Percent
								31	Usage Completeness - Facilities/Interconnection	Percent	95% within 30 Days	31 Usage Completeness - Facilities/Interconnection	Percent
				18	Mechanized Electronic Billing Timeliness EDI and BDT (Wholesale Bill) - EDI	Percent	95% w/in 6th Work Day	30	Wholesale Bill Timeliness	Percent	99% within 10 Days	30 Wholesale Bill Timeliness	Percent
				18	Mechanized Electronic Billing Timeliness EDI and BDT (Wholesale Bill) - BDT	Percent	95% w/in 6th Work Day						
				19	Daily Usage Feed Timeliness	Percent	95% w/in 6th Work Day	28	Usage Timeliness - Resale	HH:MM	Parity with Retail	28 Usage Timeliness - Resale	HH:MM
								28	Usage Timeliness - UNE	нн:мм	Parity with Retail	28 Usage Timeliness - UNE	HH:MM
								28	Usage Timeliness - Jointly provided switched access	Percent	95% in 5 Days	28 Usage Timeliness - Jointly provided switched access	Percent
\vdash				20	Unbillable Usage	AGREED TO	ELIMINATE	35	Duplicate Billing (Disconnect Bill Accuracy)	Doroont	TBD	35 Duplicate Billing (Disconnect Bill Accuracy)	Doroort
								35	Duplicate billing (Disconnect Bill Accuracy)	Percent	IBD	35 Duplicate Billing (Disconnect Bill Accuracy)	Percent
Database Undat	ates (LIDB, DL, 911/E911)			Datab	ase Updates (LIDB, DL, 911/E911)			Data	abase Updates (LIDB, DL, 911/E911)			Database Updates (LIDB, DL, 911/E911)	
			Parity by	5.616197					E911/911 MS Database Update - Service Order generated input		Parity with	E911/911 MS Database Update - Service Order generated input	
DB-1 Time to	to Update Databases - E911	HH:MM	Design					39	updates	Percent	Retail	updates	reiteilt
DB-1 Time to Up	Undate Databases LIDD 9 DLs	Seconds	Parity by					39	E911/911 MS Database Update - Direct Gateway input updates	HH:MM	48 Hours	39 E911/911 MS Database Update - Direct Gateway input updates Average Database Update Interval - Service Order generate	HH:MM HH:MM
Time to Up	Update Databases - LIDB & DLs	Seconds	Design					H				37 updates 37 Average Database Update Interval - Direct Gateway input	Percent
DB-2 Accu	ccurate Database Updates	Percent	Parity by									Average Database Optical Interval - Direct Gateway Input	i eiceiit
ACCU	Souraid Dalabase Opudies	reidelii	Design	+								Record Database Accuracy - 911 Databases - Service Order	Percent
								H				Generated updates Percent Database Accuracy - 911 Databases - Direct Gateway	Percent
				1				Ш				input	reicení

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CA Verizon 44 - GTE - JPSA 9/7/99

								9/1/99			JF 3A 3/1/33
											Percent Database Accuracy - DA/Directory Databases - Service Percent
											Order Generated updates
											Percent Database Accuracy - DA/Directory Databases - Direct Gateway input Percent Percent
				110	Percentage of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs.	Percent	95%				
				111	Average Update Interval for DA Database for Facility Based	HH:MM	48 Hours				
					CLECs						
				112	Percentage DA Database Accuracy for Manual Updates Percentage of Electronic Updates that Flow Through the DSR	Percent			\rightarrow		
				113	process Without Manual Intervention	Percent	97%				
Dire	tory Assistance			Direct	tory Assistance			Directory Assistance			Directory Assistance
DA-1	Speed of Answer - Directory Assistance	Seconds	Parity by Design								
DA-2	Calls Answered w/in 10 sec Directory	Percent	Parity by								
DA-2	Assistance	Percent	Design								
				79	Directory Assistance Grade of Service - % of Calls Answered < 1.5 Seconds	AGREED T	O ELIMINATE				
				79	Directory Assistance Grade of Service - % of Calls Answered < 2.5 Seconds	AGREED T	O ELIMINATE				
				79	Directory Assistance Grade of Service - % of Calls Answered >	AGREED T	O ELIMINATE				
				79	Directory Assistance Grade of Service - % of Calls Answered > 10	AGREED T	O ELIMINATE				
					Seconds Directory Assistance Grade of Service - % of Calls Answered > 15				\longrightarrow		
				79	Seconds	AGREED T	O ELIMINATE				
				79	Directory Assistance Grade of Service - % of Calls Answered > 20 Seconds	AGREED T	O ELIMINATE				
				79	Directory Assistance Grade of Service - % of Calls Answered > 25 Seconds	AGREED T	O ELIMINATE				
					Seconds		PUC Subst. Rule				
				80	Directory Assistance Average Speed of Answer	Seconds	23.61.e(3)(A)(iii) (5.9 second average)				
One	ator Services			Opera	ator Services		average)	Operator Services			Operator Services
		0 1	Parity by	Орога	KOT COTTIOCO						operator convisco
OS-1	Speed of Answer - Operator Services	Seconds	Design								
OS-2	Calls Answered w/in 10 sec Operator Services	Percent	Parity by Design								
				81	Operator Services Grade of Service - % of Calls Answered < 1.5 Seconds	AGREED T	O ELIMINATE				
				81	0 . 0 . 0 . 0 . 0 . 0 . 0 . 0 . 0 . 0 .	AGREED T	O ELIMINATE				
				81	Operator Services Grade of Service - % of Calls Answered > 7.5	ACREED T	O ELIMINATE				
				-	Seconds Operator Services Grade of Service - % of Calls Answered > 10						
				81	Seconds	AGREED T	O ELIMINATE				
				81	Operator Services Grade of Service - % of Calls Answered > 15 Seconds	AGREED T	O ELIMINATE				
				81	Operator Services Grade of Service - % of Calls Answered > 20 Seconds	AGREED T	O ELIMINATE				
				81	Operator Services Grade of Service - % of Calls Answered > 25 Seconds	AGREED T	O ELIMINATE				
					Securius		PUC Subst. Rule 23.61.e		+	+	
				82	Operator Services Average Speed of Answer	Seconds	(3)(A)(1) (3.3. Second				
-				83	Percentage of Calls Abandoned - OS	ACREED T	average) O ELIMINATE				
				84	Percentage of Calls Deflected - OS	AGREED T	O ELIMINATE O ELIMINATE		+	+	
				85	Average Work Time- OS	AGREED T	O ELIMINATE				
Note	carle Daufarmanaa			86		AGREED T	O ELIMINATE	Network Devicemence			Naturalk Parformance
New	ork Performance			NEIWO	ork Performance			Network Performance			Network Performance
			Where NI-1A <								
			1%: 1% Where NI-1A >								
	Trunk Blocking - Interconnection (LIS) trunks to	Percent	1%: Parity w/NI-								
NI-1	Qwest tandem offices (NI-1A)	Blockage	1C Where NI-								
	` '		1B ≤ 1%: 1% Where NI-1B >								
1			1%: Parity w/NI-								
	l l		. ,								
			1D								

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CA Verizon 44 - GTE - JPSA 9/7/99

No. State Process											
Mail Total Backers - Locks consistent Closer certain (Dut and Control of Cont	NI-1	Trunk Blocking - Interconnection (LIS) trunks to Qwest end offices (NI-1B)	Percent Blockage 1%: Parity w/N 1B ≤ 1%: 19% Where NI-1B > 1%: Parity w/N								
Total Richards Tota	NI-1	Trunk Blocking - Trunks connecting Qwest end offices to Qwest tandem offices (NI-1C)	Percent Blockage 10%: 1% Where NI-14% 1%: Parity w/N 1C Where NI-18 ≥ 1%: 19% Where NI-18 > 1%: Parity w/N								
Person Booking on Common Trurks Person Booking on Intercorrection Trurks Person Booking on Common Intercorrection Trurks Person Booking on Booking on Common Intercorrection Trurks Person Booking on	NI-1	Trunk Blocking - Trunks connecting Qwest end offices to other Qwest end offices (NI-1D)	Percent Blockage 1%: Parity w/N 1B ≤ 1%: 19% Where NI-1B > 1%: Parity w/N								
Percent Blocking on Interconnection Trunks Percent Trunks						24	Percent Blocking on Common Trunks	Percent	Groups blocking at no more than 2%	24 Percent Blocking on Common Trunks	Percent
Collocation CP-1 Installation Interval - Virtual, Physical, Caged and Shared Collocation CP-1 Installation Interval - Augments to Virtual, Physical, Caged and Shared Collocation CP-1 Installation Interval - Augments to Cageless Collocation CP-1 Installation Interval - Augments to Cageless Collocation CP-1 Installation Interval - Augments to Cageless Collocation CP-1 Installation Correlation Microbial Conference of Cageless Collocation CP-2 Installation Correlation Microbial Conference of Cageless Collocation CP-2 Installation Correlation Microbial Conference of Cageless Collocation CP-2 Installation Correlation Microbial Correlation Microbial Conference of Cageless Collocation CP-2 Installation Correlation Microbial Conference of Cageless Collocation CP-2 Installation Correlation Microbial Correlation Microbial Conference of Cageless Collocation CP-2 Installation Correlation Microbial Conference of Cageless Collocation CP-2 Installation Correlation Microbial Conference of Cageless Collocation CP-2 Installation Correlation Microbial Correlation Microbial Conference of Cageless Collocation CP-2 Installation Correlation Microbial Correlation Microbial Conference of Cageless Collocation CP-2 Installation Correlation Microbial Correlation						25	Percent Blocking on Interconnection Trunks	Percent	ILEC Final Trunk	25 Percent Blocking on Interconnection Trunks	Percent
CP- Installation Interval - National Strikes Physical Caged and Stared Collocations C				<u> </u>					0.000		
CP- Installation Interval - National Strikes Physical Caged and Stared Collocations C						27	Network Outage Notification	HH:MM		27 Network Outage Notification	HH:MM
CP-1 Installation Interval - Augments to Virtual, Physical Caged and Shared Collocations CP-1 Installation Interval - Augments to Cageless Collocations CP-1 Installation Commitments Hat - Virtual, Physical Caged and Shared Collocations CP-2 Installation Commitments Hat - Virtual, Physical Caged and Shared Collocations CP-2 Installation Commitments Hat - Augments to Cageless CP-2 Installation Commitments Hat - Augments to Virtual, Physical Cageles Collocations CP-3 Feasibility Study Interval - Augments to Virtual, Physical Cageles Collocations CP-3 Feasibility Study Interval - Augments to Virtual, Physical Cageless CP-3 Feasibility Study Interval - Augments to Virtual, Physical Cageless CP-3 Feasibility Study Interval - Augments to Virtual, Physical Cageless CP-3 Feasibility Study Interval - Augments to Virtual, Physical Cageless CP-3 Feasibility Study Interval - Augments to Virtual, Physical Cageless CP-3 Feasibility Study Interval - Cageless Collocations CP-3 Feasibility Study	Collo	cation		Collocation				HH:MM			HH:MM
Installation Interval - Cageless Collocations Calendar Days Ocalendar Days		Installation Interval - Virtual, Physical, Caged and	Calendar					HH:MM			HH:MM
Installation Interval - Augments to Cageless Colocations	CP-1	Installation Interval - Virtual, Physical, Caged and Shared Collocation. Installation Interval - Augments to Virtual, Physical	Calendar Days Avg. Calendar Calendar					нн:мм			HH:MM
Installation Commitments Met - Augments to Colocations Percent 90% or Greater 90% o	CP-1	Installation Interval - Virtual, Physical, Caged and Shared Collocation. Installation Interval - Augments to Virtual, Physical Caged and Shared Collocations	Calendar Days Avg. Calendar					HH:MM			HH:MM
Virtual, Physical Caged and Shared Collocations Petcent 90% or Greater 90% or Great	CP-1 CP-1	Installation Interval - Virtual, Physical, Caged and Shared Collocation. Installation Interval - Augments to Virtual, Physical Caged and Shared Collocations Installation Interval - Cageless Collocations Installation Interval - Augments to Cageless	Calendar Days Avg. 20 Calendar Days Avg. 4vg. 20 Calendar Days Avg. 20 Calendar Days					HH:MM			HH:MM
CP-2 Installation Commitments Met - Augments to Cageless Collocations CP-3 Feasibility Study Interval - Virtual, Physical, Caged and Shared Collocations CP-3 Feasibility Study Interval - Cageless Collocations CP-3 Feasibility Study Interval - Augments to Cageless CP-3 Feasibility Study Interval - Aug	CP-1 CP-1 CP-1	Installation Interval - Virtual, Physical, Caged and Shared Collocation. Installation Interval - Augments to Virtual, Physical Caged and Shared Collocations Installation Interval - Cageless Collocations Installation Interval - Augments to Cageless Collocations Installation Commitments Met - Virtual, Physical,	Calendar Days Avg. Calendar Days Avg. Avg. Avg. Avg. Calendar Days Avg. Avg. Avg. Avg. Avg. Avg. Avg. Calendar Days Avg. Avg. Avg. Avg. Avg. Avg. Avg. Avg.					HH:MM			HH:MM
CP-3 Feasibility Study Interval - Augments to Cageless Collocations CP-3 Feasibility Study Interval - Augments to Cageless Days CP-3 Feasibility Study Interval - Augments to Cageless Days CP-3 Feasibility Study Interval - Augments to Cageless Days CP-3 Feasibility Study Interval - Augments to Cageless Collocations CP-3 Feasibility Study Interval - Augments to Cageless Days Avg. Business Days Avg. Collocations Avg. Business Days Business Days Avg. Business Days Business Days Avg. Business Days Avg. Business Days Avg. Business Days Business Days Avg. Business Days Avg. Business Days Avg. Business Days Avg. Business Days Business Days Avg. Business Days Business Days Avg. Business Days Busine	CP-1 CP-1 CP-1 CP-1 CP-2	Installation Interval - Virtual, Physical, Caged and Shared Collocation. Installation Interval - Augments to Virtual, Physical Caged and Shared Collocations Installation Interval - Cageless Collocations Installation Interval - Augments to Cageless Collocations Installation Commitments Met - Virtual, Physical, Caged and Shared Collocation. Installation Commitments Met - Augments to	Calendar Days Avg. Calendar Days Percent 90 Calendar Days 90 Calendar Days 90 Calendar Days Avg. Calendar Days 90 Carendar Days Percent 90% or Greate					HH:MM			HH:MM
CP-3 Feasibility Study Interval - Augments to Cageless Days CP-3 Feasibility Study Interval - Augments to Cageless Days CP-3 Feasibility Study Interval - Augments to Cageless Days CP-3 Feasibility Study Interval - Augments to Cageless Days CP-3 Feasibility Study Interval - Augments to Cageless Days CP-3 Feasibility Study Interval - Augments to Cageless Days CP-3 Feasibility Study Interval - Augments to Cageless Days Avg. Business Days or less Days 10 Business Days or less Days 10 Business Days or less Days or l	CP-1 CP-1 CP-1 CP-2 CP-2	Installation Interval - Virtual, Physical, Caged and Shared Collocation. Installation Interval - Augments to Virtual, Physical Caged and Shared Collocations Installation Interval - Cageless Collocations Installation Interval - Augments to Cageless Collocations Installation Commitments Met - Virtual, Physical, Caged and Shared Collocation. Installation Commitments Met - Augments to Virtual, Physical Caged and Shared Collocations Installation Commitments Met - Cageless Collocations	Calendar Days Avg. Qualendar Days Percent 90% or Greate Percent 90% or Greate					HH:MM			HH:MM
CP-3 Peasibility Study Interval - Augments to Cageless Collocations CP-3 Feasibility Study Interval - Augments to Cageless Days CP-3 Feasibility Study Interval - Augments to Cageless Days or less Days CP-3 Feasibility Study Interval - Augments to Cageless Days or less Days o	CP-1 CP-1 CP-1 CP-2 CP-2 CP-2	Installation Interval - Virtual, Physical, Caged and Shared Collocation. Installation Interval - Augments to Virtual, Physical Caged and Shared Collocations Installation Interval - Cageless Collocations Installation Interval - Augments to Cageless Collocations Installation Commitments Met - Virtual, Physical, Caged and Shared Collocation. Installation Commitments Met - Augments to Virtual, Physical Caged and Shared Collocations Installation Commitments Met - Cageless Collocations Installation Commitments Met - Cageless Collocations Installation Commitments Met - Augments to	Calendar Days Avg. 20 Calendar Days Percent 900 Calendar Days Percent 900 or Greate Percent 90% or Greate Percent 90% or Greate					HH:MM			HH:MM
CP-3 Feasibility Study Interval - Cageless Collocations	CP-1 CP-1 CP-1 CP-2 CP-2 CP-2	Installation Interval - Virtual, Physical, Caged and Shared Collocation. Installation Interval - Augments to Virtual, Physical Caged and Shared Collocations Installation Interval - Cageless Collocations Installation Interval - Augments to Cageless Collocations Installation Commitments Met - Virtual, Physical, Caged and Shared Collocation. Installation Commitments Met - Augments to Virtual, Physical Caged and Shared Collocations Installation Commitments Met - Cageless Collocations Installation Commitments Met - Cageless Collocations Installation Commitments Met - Augments to Cageless Collocations	Calendar Days Avg. 200 Calendar Days Percent 90% or Greate 10 Business Days or less					HH:MM			HH:MM
CP-3 Feasibility Study Interval - Augments to Cageless Collegations Days or less	CP-1 CP-1 CP-1 CP-2 CP-2 CP-2 CP-2 CP-2	Installation Interval - Virtual, Physical, Caged and Shared Collocation. Installation Interval - Augments to Virtual, Physical Caged and Shared Collocations Installation Interval - Cageless Collocations Installation Interval - Augments to Cageless Collocations Installation Commitments Met - Virtual, Physical, Caged and Shared Collocation. Installation Commitments Met - Augments to Virtual, Physical Caged and Shared Collocations Installation Commitments Met - Cageless Collocations Installation Commitments Met - Augments to Cageless Collocations Installation Commitments Met - Augments to Cageless Collocations Feasibility Study Interval - Virtual, Physical, Caged and Shared Collocation. Feasibility Study Interval - Augments to Virtual, Feasibility Study Interval - Augments to Virtual,	Calendar Days Octendary Days Days Avg. Calendar Days 90 Calendar Days Avg. Calendar Days 90 Calendar Days Percent 90 Calendar Days Percent 90 Calendar Days Percent 90% or Greate Avg. Business Days or less Days or less Double less Double less					HH:MM			HH:MM
	CP-1 CP-1 CP-1 CP-2 CP-2 CP-2 CP-2 CP-3 CP-3	Installation Interval - Virtual, Physical, Caged and Shared Collocation. Installation Interval - Augments to Virtual, Physical Caged and Shared Collocations Installation Interval - Cageless Collocations Installation Interval - Augments to Cageless Collocations Installation Commitments Met - Virtual, Physical, Caged and Shared Collocation. Installation Commitments Met - Augments to Virtual, Physical Caged and Shared Collocations Installation Commitments Met - Cageless Collocations Installation Commitments Met - Augments to Cageless Collocations Installation Commitments Met - Augments to Cageless Collocations Feasibility Study Interval - Virtual, Physical, Caged and Shared Collocation. Feasibility Study Interval - Augments to Virtual, Physical Caged and Shared Collocations	Calendar Days Avg. Ocalendar Days Avg. Ocalendar Days Avg. Ocalendar Days Percent 900 Calendar Days Percent 90% or Greate Percent 90% or Greate Percent 90% or Greate Percent 4vg. Business Days Avg. Business Days Avg. Business Days or less Avg. Business Days Avg. Business Days or less					HH:MM			HH:MM

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

CP-4	Feasibility Study Commitments Met - Virtual, Physical, Caged and Shared Collocation.	Percent 90% or Greate	r								
CP-4	Feasibility Study Commitments Met - Augments to Virtual, Physical Caged and Shared Collocations	Percent 90% or Greate	ır								
CP-4	Feasibility Study Commitments Met - Cageless Collocations	Percent 90% or Greate	er								
CP-4	Feasibility Study Commitments Met - Augments to Cageless Collocations	Percent 90% or Greate	r								
CP-5	Quote Interval - Virtual, Physical, Caged and Shared Collocation.	Avg. Calendar 25 Days or les Days	s								
CP-5	Quote Interval - Augments to Virtual, Physical Caged and Shared Collocations	Avg. Calendar Days Avg. 25 Days or les	s								
CP-5	Quote Interval - Cageless Collocations	Avg. Calendar 25 Days or les Days	s								
CP-5	Quote Interval - Augments to Cageless Collocations	Avg. Calendar 25 Days or les Days	s								
CP-6	Quote Commitments Met - Virtual, Physical, Caged and Shared Collocation.	Percent 90% or More									
CP-6	Quote Commitments Met - Augments to Virtual, Physical Caged and Shared Collocations	Percent 90% or More									
CP-6	Quote Commitments Met - Cageless Collocations	Percent 90% or More									
CP-6	Quote Commitments Met - Augments to Cageless Collocations	Percent 90% or More									
Misc.	. Administrative			Administrative			Misc. Administrative			Misc. Administrative	
			21	Average Time Discard on Held Div Ontions are ideal by LCO		O ELIMINATE					
			21.1-P	message device.	Seconds	Parity with SWBT RSC/BSC					
			21.2-P	Directed by LSC - by Options provided by LSC message device.	Seconds	Parity with SWBT RSC/BSC					
			22	Local Service Center (LSC) Grade of Service (GOS) - By SWBT LSC	Percent	Parity with SWBT RSC/BSC					
			23	Percent Busy in Local Service Center (LSC) Average Speed of Answer - By SWBT LSC	Percent	Parity with SWBT RSC/BSC					
							44 Center Responsiveness - Ordering Center	Seconds	20 Seconds	44 Center Responsiveness - Ordering Center	Seconds
			24	Local Operations Center (LOC) Average Speed of Answer Local Operations Center (LOC) Grade of Service (GOS) -	AGREED T	O ELIMINATE					
			25	Maintenance Calls Local Operations Center (LOC) Grade of Service (GOS) -	Percent	Parity with CSB					
			25	Provisioning Calls - DSL	Percent	90% within 20 seconds					
			25	Local Operations Center (LOC) Grade of Service (GOS) - Provisioning Calls - All other	Percent	90% within 20 seconds					
			25.1-P	Average Time Placed on Hold at LOC - By options provided by LOC message device.	Seconds	Parity with CSB					
			26	Percent Busy in Local Operations Center (LOC) - Maintenance Calls	Percent	Parity w/Ameritech Retail					
			26	Percent Busy in Local Operations Center (LOC) - Provisioning Calls - DSL	Percent	Parity w/Ameritech Retail					
			26	Percent Busy in Local Operations Center (LOC) - Provisioning Calls - All other	Percent	Parity w/Ameritech Retail					
							44 Center Responsiveness - Repair Center	Seconds	20 Seconds	44 Center Responsiveness - Repair Center	Seconds
Resa	le Specials and UNE Loop and Port	Combinations	Resal	le Specials and UNE Loop and Port Combination	ns		Resale Specials and UNE Loop and Port Combinat	ions		Resale Specials and UNE Loop and Port Combi	inations
			<u>43</u>	Average Installation Interval - Resold Specials - DDS	Days	Parity with Ameritech Retail					
			43	Average Installation Interval - Resold Specials - DS1	Days	Parity with Ameritech Retail Parity with Ameritech Retail		<u> </u>			\perp
			<u>43</u>	Average Installation Interval - Resold Specials - DS3 Average Installation Interval - Resold Specials - Voice Grade	Days Days	Parity with Ameritech Retail Parity with Ameritech Retail				1	+
			43	Private Line (VGPL) Average Installation Interval - Resold Specials - ISDN	Days	Parity with Ameritech Retail					_
			43	Average Installation Interval - Resold Specials - Other services	Days	Parity with Ameritech Retail					
			43	available for resale. Average Installation Interval - UNE Loop and Port	Days	Parity with Ameritech Retail				 	-
			43	Average Installation Interval - ISDN and other combinations	Days	Parity with Ameritech Retail					
			44	Percent Installations Completed within 20 Calendar Days - Resold Specials - DDS	Percent	Parity with Ameritech Retail					
										 	
			44	Percent Installations Completed within 20 Calendar Days - Resold Specials - DS1	Percent	Parity with Ameritech Retail					

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

	44	Percent Installations Completed within 20 Calendar Days - Resold Specials - DS3	Percent	Parity with Ameritech Retail	
	44	Percent Installations Completed within 20 Calendar Days - Percent	Percent	Parity with Ameritech Retail	
	44	Percent Installations Completed within 20 Calandar Days Recold	Percent	Parity with Ameritech Retail	
	44	Percent Installations Completed within 20 Calendar Days - Resold	Percent	Parity with Ameritech Retail	
	44	Percent Installations Completed within 20 Calendar Days - UNE	Percent	Parity with Ameritech Retail	
	44	Percent Installations Completed within 20 Calendar Days - UNE	Percent		
	44	Percent Installations Completed within 20 Calendar Days - UNE	Percent	Parity with Ameritech Retail	
	45	Percent Ameritech Caused Missed Due Dates - Resold Specials -	Percent	Parity with Ameritech Retail	
	45	DDS Percent Ameritech Caused Missed Due Dates - Resold Specials -	Percent		
	45	Percent Ameritech Caused Missed Due Dates - Resold Specials -	Percent		
	45	DS3 Percent Ameritech Caused Missed Due Dates - Resold Specials -	Percent		
	45	Percent Ameritech Caused Missed Due Dates - Resold Specials -	Percent		
	45	Percent Ameritech Caused Missed Due Dates - Resold Specials -	Percent		
	45	Percent Ameritech Caused Missed Due Dates - UNE Loop and	Percent		
		Percent Ameritech Caused Missed Due Dates - LINE Loop and			
	45	Percent Trouble Penorts Within 30 Days of Installation - Resold	Percent		
	46	Specials - DDS Percent Trouble Penette Within 20 Days of Installation Penedd	Percent		
	46	Specials - DS1	Percent		
	46	Specials - DS3 Percent Trouble Reports Within 30 Days of Installation - Resold	Percent		
	46	Specials - Voice Grade Private Line (VGPL)	Percent		
	46	Specials - ISDN Percent Trouble Penorts Within 30 Days of Installation - Resold	Percent		
	46	Specials - Other services available for resale. Percent Trouble Reports Within 30 Days of Installation - UNE	Percent	Parity with Ameritech Retail	
	46	Loop and Port - ISDN	Percent	Parity with Ameritech Retail	
	46	Loop and Fort - Other combinations	Percent	Parity with Ameritech Retail	
	47	Resold Specials - DDS	Percent	Parity with Ameritech Retail	
	47	Resold Specials - DST	Percent	Parity with Ameritech Retail	
	47	Resolu Specials - DSS	Percent	Parity with Ameritech Retail	
	47	Resolu Speciais - Voice Grade Frivate Line (VGFL)	Percent	Parity with Ameritech Retail	
	47	Resold Specials - ISDN	Percent	Parity with Ameritech Retail	
	47	Resold Specials - Other services available for resale.	Percent	Parity with Ameritech Retail	
	47	ONE LOOP and Port - ISDN	Percent	Parity with Ameritech Retail	
	47	ONE LOOP and Fort - Other combinations	Percent	Parity with Ameritech Retail	
	47	Percent Ameritech Missed Due Dates Due to Lack of Facilities > 30 Calendar Days	Percent	Parity with Ameritech Retail	
	47	90 Calendar Days	Percent	Parity with Ameritech Retail	
	48	racilities - Resolu Specials - DDS	Days	Parity with Ameritech Retail	
	48	Average Delayed Days for Missed Due Dates Due to Lack of Facilities - Resold Specials - DS1	Days	Parity with Ameritech Retail	
	48	Average Delayed Days for Missed Due Dates Due to Lack of	Days	Parity with Ameritech Retail	
	48	Average Delayed Days for Missed Due Dates Due to Lack of Facilities - Resold Specials - Voice Grade Private Line (VGPL)	Days	Parity with Ameritech Retail	
	48	Average Delayed Days for Missed Due Dates Due to Lack of Facilities - Resold Specials - ISDN	Days	Parity with Ameritech Retail	
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"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

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48	Average Delayed Days for Missed Due Dates Due to Lack of Facilities - Resold Specials - Other services available for resale.	Days Parity with Ameritech Retail		
48	Average Delayed Days for Missed Due Dates Due to Lack of Facilities - UNE Loop and Port - ISDN	Days Parity with Ameritech Retail		
48	Average Deleved Dave for Missed Due Dates Due to Lock of	Days Parity with Ameritech Retail		
49	Average Delayed Days for Ameritech Caused Missed Due Dates- Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and other services available for resale.	Days Parity with Ameritech Retail		
49	Average Delayed Days for Ameritech Caused Missed Due Dates - Resold Specials - DDS	Days Parity with Ameritech Retail		
49	Resold Specials - DS1	Days Parity with Ameritech Retail		
49	Resold Specials - DS3	Days Parity with Ameritech Retail		
49	Resold Specials - Voice Grade Private Line (VGPL)	Days Parity with Ameritech Retail		
49	Resold Specials - ISDN	Days Parity with Ameritech Retail		
49	Resold Specials - Other services available for resale.	Days Parity with Ameritech Retail		
49	UNE Loop and Port - ISDN	Days Parity with Ameritech Retail		
49	UNE Loop and Port - Other combinations	Days Parity With Amentech Retail		
50	Percent Ameritech Caused Missed Due Dates > 30 Days - Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and other services available for resale.	AGREED TO ELIMINATE		
50	Percent Ameritech Caused Missed Due Dates > 30 Days - UNE	AGREED TO ELIMINATE		
51	Loop and Port - ISDN and other combinations Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech (1-30 days) - Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and other services available for resale.	ACREED TO ELIMINATE		
51	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech (1-30 days) - UNE Loop and Port - ISDN and other combinations	AGREED TO ELIMINATE		
51	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech (31-90 days) - Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and other services available for resale.			
51	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech (31-90 days) - UNE Loop and Port - ISDN and other combinations	AGREED TO ELIMINATE		
51	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech (>90 days) - Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and other services available for resale.	AGREED TO ELIMINATE		
51	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech (>90 days) - UNE Loop and Port - ISDN and other combinations	AGREED TO ELIMINATE		
51.1	Resold Specials - DDS - (1-30 Days)	Days Diagnostic - Expectation of Parity with Retail		
51.1	Resold Specials - DDS - (31-90 Days)	Days Diagnostic - Expectation of Parity with Retail		
51.1	Resold Specials - DDS - (90+ Days)	Days Diagnostic - Expectation of Parity with Retail		
51.1	Resold Specials - DST - (T-30 Days)	Days Diagnostic - Expectation of Parity with Retail		
51.1	Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - DS1 - (31-90 Days)	Days Diagnostic - Expectation of Parity with Retail		
51.1	Resold Specials - DST - (90+ Days)	Days Diagnostic - Expectation of Parity with Retail		
51.1	Resold Specials - DS3 - (1-30 Days)	Days Diagnostic - Expectation of Parity with Retail		
51.1	Resolu Speciais - DSS - (ST-90 Days)	Days Diagnostic - Expectation of Parity with Retail		
51.1	Average Delay Days for Ameritash Caused Cancelled Orders	Days Diagnostic - Expectation of Parity with Retail		
51.1	Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - Voice Grade Private Line (VGPL) - (1-30 Days)	Days Diagnostic - Expectation of Parity with Retail		

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

	<u>51.1</u>	Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - Voice Grade Private Line (VGPL) - (31-90 Days)	Days	Diagnostic - Expectation of Parity with Retail			
	<u>51.1</u>	Average Delay Days for Ameritech Caused Cancelled Orders - Resold Specials - Voice Grade Private Line (VGPL) - (90+ Days)	Days	Diagnostic - Expectation of Parity with Retail			
	51.1	Average Delay Days for Ameritech Caused Cancelled Orders -	Days	Diagnostic - Expectation of			
	51.1	Resold Specials - ISDN - (1-30 Days) Average Delay Days for Ameritech Caused Cancelled Orders -	Days	Parity with Retail Diagnostic - Expectation of			
	51.1	Resold Specials - ISDN - (31-90 Days) Average Delay Days for Ameritech Caused Cancelled Orders -	Days	Parity with Retail Diagnostic - Expectation of			
	51.1	Resold Specials - ISDN - (90+ Days) Average Installation Interval - Resold Specials - Other services	Days	Parity with Retail Diagnostic - Expectation of			
		available for resale - (1-30 Days). Average Installation Interval - Resold Specials - Other services	,	Parity with Retail Diagnostic - Expectation of			
	<u>51.1</u>	available for resale (31-90 Days) Average Installation Interval - Resold Specials - Other services	Days	Parity with Retail Diagnostic - Expectation of			
	<u>51.1</u>	available for resale - (90+ Days). Average Delay Days for Ameritech Caused Cancelled Orders -	Days	Parity with Retail Diagnostic - Expectation of			
	<u>51.1</u>	UNE Loop and Port - (1-30 Days). Average Delay Days for Ameritech Caused Cancelled Orders -	Days	Parity with Retail Diagnostic - Expectation of			
	<u>51.1</u>	UNE Loop and Port (31-90 Days)	Days	Parity with Retail			
	<u>51.1</u>	Average Delay Days for Ameritech Caused Cancelled Orders - UNE Loop and Port - (90+ Days).	Days	Diagnostic - Expectation of Parity with Retail			
	<u>51.1</u>	Average Delay Days for Ameritech Caused Cancelled Orders - ISDN and other combinations - (1-30 Days).	Days	Diagnostic - Expectation of Parity with Retail			
	<u>51.1</u>	Average Delay Days for Ameritech Caused Cancelled Orders - ISDN and other combinations (31-90 Days)	Days	Diagnostic - Expectation of Parity with Retail			
	<u>51.1</u>	Average Delay Days for Ameritech Caused Cancelled Orders - ISDN and other combinations - (90+ Days).	Days	Diagnostic - Expectation of Parity with Retail			
	51.1	Average Delay Days for Ameritech Caused Cancelled Orders - Resale Specials - (1-30 Days).	Days	Diagnostic - Expectation of Parity with Retail			
	51.1	Average Delay Days for Ameritech Caused Cancelled Orders - Resale Specials - (31-90 Days)	Days	Diagnostic - Expectation of Parity with Retail			
	51.1	Average Delay Days for Ameritech Caused Cancelled Orders - Resale Specials - (90+ Days).	Days	Diagnostic - Expectation of Parity with Retail			
Specials - Maintenance	Speci	ials - Maintenance		Failty Willi Retail	Specials - Maintenance		Specials - Maintenance
	52	Mean Time to Restore - Resold Specials - DDS	HH:MM	Parity with Ameritech Retail			
	52	Mean Time to Restore - Resold Specials - DS1	HH:MM	Parity with Ameritech Retail			
	52 52 52	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Voice Grade Private	HH:MM HH:MM	Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Retail			
	52	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN	HH:MM HH:MM HH:MM	Parity with Ameritech Retail			
	52 52	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - Other services	HH:MM HH:MM HH:MM	Parity with Ameritech Retail Parity with Ameritech Retail			
	52 52 52	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN	HH:MM HH:MM HH:MM HH:MM	Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Retail			
	52 52 52 52	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - Other services available for resale.	HH:MM HH:MM HH:MM HH:MM HH:MM	Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Retail Parity with Ameritech Retail			
	52 52 52 52 52 52 52 52 53	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - Other services available for resale. Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - Other combinations Percent Repeat Reports - Resold Specials - DDS	HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM Percent	Parity with Ameritech Retail			
	52 52 52 52 52 52 52 52 53 53	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - Other services available for resale. Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - Other combinations Percent Repeat Reports - Resold Specials - DDS Percent Repeat Reports - Resold Specials - DS1	HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM Percent	Parity with Ameritech Retail			
	52 52 52 52 52 52 52 52 53	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - Other services available for resale. Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - Other combinations Percent Repeat Reports - Resold Specials - DDS Percent Repeat Reports - Resold Specials - DS3	HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM Percent Percent	Parity with Ameritech Retail			
	52 52 52 52 52 52 52 52 53 53 53	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Specials - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - Other services available for resale. Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - Other combinations Percent Repeat Reports - Resold Specials - DDS Percent Repeat Reports - Resold Specials - DS1 Percent Repeat Reports - Resold Specials - DS3	HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM Percent Percent Percent	Parity with Ameritech Retail			
	52 52 52 52 52 52 52 53 53 53 53	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - Other services available for resale. Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - Other combinations Percent Repeat Reports - Resold Specials - DS1 Percent Repeat Reports - Resold Specials - DS1 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - Voice Grade Private Line (VGPL) Percent Repeat Reports - Resold Specials - ISDN Percent Repeat Reports - Resold Specials - ISDN	HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM Percent Percent Percent Percent	Parity with Ameritech Retail			
	52 52 52 52 52 52 52 52 53 53 53 53 53	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Specials - Resold Specials - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - Other services available for resale. Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - Other combinations Percent Repeat Reports - Resold Specials - DDS Percent Repeat Reports - Resold Specials - DS1 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - United Private Line (VGPL) Percent Repeat Reports - Resold Specials - Other services available for resale. Percent Repeat Reports - VINE Loop and Port - ISDN	HH:MM HH:MM HH:MM HH:MM HH:MM Percent Percent Percent Percent Percent Percent	Parity with Ameritech Retail			
	52 52 52 52 52 52 52 53 53 53 53 53 53	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - Other services available for resale. Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - Other combinations Percent Repeat Reports - Resold Specials - DDS Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - SD3 Percent Repeat Reports - Resold Specials - Voice Grade Private Line (VGPL) Percent Repeat Reports - Resold Specials - Other services available for resale.	HH:MM HH:MM HH:MM HH:MM HH:MM Percent Percent Percent Percent Percent Percent	Parity with Ameritech Retail			
	52 52 52 52 52 52 53 53 53 53 53 53 53	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - Other services available for resale. Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - Other combinations Percent Repeat Reports - Resold Specials - DDS Percent Repeat Reports - Resold Specials - DS1 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - SS3 Percent Repeat Reports - Resold Specials - Voice Grade Private Line (VGPL) Percent Repeat Reports - Resold Specials - ISDN Percent Repeat Reports - Resold Specials - Other services available for resale. Percent Repeat Reports - UNE Loop and Port - ISDN Percent Repeat Reports - UNE Loop and Port - Other	HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM Percent Percent Percent Percent Percent Percent Percent	Parity with Ameritech Retail			
	52 52 52 52 52 52 53 53 53 53 53 53 53 53	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - Other services available for resale. Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - Other combinations Percent Repeat Reports - Resold Specials - DDS Percent Repeat Reports - Resold Specials - DS1 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - Voice Grade Private Line (VGPL) Percent Repeat Reports - Resold Specials - Under Specials - Under Combinations Percent Repeat Reports - Resold Specials - Other services available for resale. Percent Repeat Reports - UNE Loop and Port - ISDN Percent Repeat Reports - UNE Loop and Port - Other combinations	HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM Percent Percent Percent Percent Percent Percent Percent Percent Percent	Parity with Ameritech Retail			
	52 52 52 52 52 52 53 53 53 53 53 53 53 53	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - Other services available for resale. Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - Other combinations Percent Repeat Reports - Resold Specials - DDS Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - Other Services Line (VGPL) Percent Repeat Reports - Resold Specials - Other services available for resale. Percent Repeat Reports - UNE Loop and Port - ISDN Percent Repeat Reports - UNE Loop and Port - Other combinations Trouble Report Rate/Failure Frequency - Resold Specials - DS1 Trouble Report Rate/Failure Frequency - Resold Specials - DS1 Trouble Report Rate/Failure Frequency - Resold Specials - DS1	HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM Percent	Parity with Ameritech Retail			
	52 52 52 52 52 52 52 53 53 53 53 53 53 53 53 53 53	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - Other services available for resale. Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - Other combinations Percent Repeat Reports - Resold Specials - DDS Percent Repeat Reports - Resold Specials - DS1 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - Other Grade Private Line (VGPL) Percent Repeat Reports - Resold Specials - Other services available for resale. Percent Repeat Reports - UNE Loop and Port - ISDN Percent Repeat Reports - UNE Loop and Port - Other combinations Trouble Report Rate/Failure Frequency - Resold Specials - DDS	HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM Percent	Parity with Ameritech Retail			
	52 52 52 52 52 52 53 53 53 53 53 53 53 53 53 53 53 53	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Using Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - Other services available for resale. Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - Other combinations Percent Repeat Reports - Resold Specials - DDS Percent Repeat Reports - Resold Specials - DS1 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - Unit (VGPL) Percent Repeat Reports - Resold Specials - Unit (VGPL) Percent Repeat Reports - Resold Specials - Other services available for resale. Percent Repeat Reports - UNE Loop and Port - ISDN Percent Repeat Reports - UNE Loop and Port - Other combinations Trouble Report Rate/Failure Frequency - Resold Specials - DS1 Trouble Report Rate/Failure Frequency - Resold Specials - DS1 Trouble Report Rate/Failure Frequency - Resold Specials - DS3 Trouble Report Rate/Failure Frequency - Resold Specials - Unit Copara Frouble Report Rate/Failure Frequency - Resold Specials - Unit Copara Frouble Report Rate/Failure Frequency - Resold Specials - Unit Copara Frouble Report Rate/Failure Frequency - Resold Specials - Unit Copara Frouble Report Rate/Failure Frequency - Resold Specials - Unit Copara Frouble Report Rate/Failure Frequency - Resold Specials - Unit Copara Frouble Report Rate/Failure Frequency - Resold Specials - Unit Copara Frouble Report Rate/Failure Frequency - Resold Specials - Unit Copara Frouble Report Rate/Failure Frequency - Resold Specials - Unit Copara Frouble Report Rate/Failure Frequency - Resold Specials - Unit Copara Frouble Report Rate/Failure Frequency - Resold Specials - Unit Copara Frouble Report Rate/Failure Frequency - Resold Specials - Unit Copara Frouble Report Rate/Failure Frequency - Resold Specials - Unit Copara Frouble Report Rate/Failure Frequency - Resold Specials - Unit	HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM Percent	Parity with Ameritech Retail			
	52 52 52 52 52 52 53 53 53 53 53 53 53 54 54	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - Other services available for resale. Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - Other combinations Percent Repeat Reports - Resold Specials - DDS Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - Unice Grade Private Line (VGPL) Percent Repeat Reports - Resold Specials - Other services available for resale. Percent Repeat Reports - WE Loop and Port - ISDN Percent Repeat Reports - UNE Loop and Port - Other combinations Trouble Report Rate/Failure Frequency - Resold Specials - DDS Trouble Report Rate/Failure Frequency - Resold Specials - DS3 Trouble Report Rate/Failure Frequency - Resold Specials - Voice Grade Private Line (VGPL) Trouble Report Rate/Failure Frequency - Resold Specials - Unice Grade Private Line (VGPL) Trouble Report Rate/Failure Frequency - Resold Specials - Unice Grade Private Line (VGPL) Trouble Report Rate/Failure Frequency - Resold Specials - Unice Grade Private Line (VGPL)	HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM Percent	Parity with Ameritech Retail			
	52 52 52 52 52 52 53 53 53 53 53 53 53 54 54 54	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - Voice Grade Private Line (VGPL) Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - Other services available for resale. Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - Other combinations Percent Repeat Reports - Resold Specials - DDS Percent Repeat Reports - Resold Specials - DS1 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - SDN Percent Repeat Reports - Resold Specials - ISDN Percent Repeat Reports - Resold Specials - ISDN Percent Repeat Reports - Resold Specials - Other services available for resale. Percent Repeat Reports - UNE Loop and Port - ISDN Percent Repeat Reports - UNE Loop and Port - Other combinations Trouble Report Rate/Failure Frequency - Resold Specials - DS1 Trouble Report Rate/Failure Frequency - Resold Specials - DS1 Trouble Report Rate/Failure Frequency - Resold Specials - DS1 Trouble Report Rate/Failure Frequency - Resold Specials - Unice Grade Private Line (VGPL) Trouble Report Rate/Failure Frequency - Resold Specials - Unice Grade Private Line (VGPL) Trouble Report Rate/Failure Frequency - Resold Specials - Unice Grade Private Line (VGPL) Trouble Report Rate/Failure Frequency - Resold Specials - Other services available for resale. Trouble Report Rate/Failure Frequency - Resold Specials - Other	HH:MM Percent	Parity with Ameritech Retail			
	52 52 52 52 52 52 53 53 53 53 53 53 53 53 53 54 54 54	Mean Time to Restore - Resold Specials - DS1 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - DS3 Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - ISDN Mean Time to Restore - Resold Specials - Other services available for resale. Mean Time to Restore - UNE Loop and Port - ISDN Mean Time to Restore - UNE Loop and Port - Other combinations Percent Repeat Reports - Resold Specials - DDS Percent Repeat Reports - Resold Specials - DS1 Percent Repeat Reports - Resold Specials - DS3 Percent Repeat Reports - Resold Specials - Unit Repeat Reports - Resold Specials - Unit Repeat Reports - Resold Specials - Voice Grade Private Line (VGPL) Percent Repeat Reports - Resold Specials - Unit Repeat Reports - UNE Loop and Port - ISDN Percent Repeat Reports - UNE Loop and Port - Other combinations Trouble Report Rate/Failure Frequency - Resold Specials - DS1 Trouble Report Rate/Failure Frequency - Resold Specials - DS1 Trouble Report Rate/Failure Frequency - Resold Specials - Unit Rate/Failure Frequency	HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM HH:MM Percent	Parity with Ameritech Retail			

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

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	55	Average Installation Interval - 2 Wire Analog (1-10)	Days	3 Days	
	55	Average Installation Interval - 2 Wire Analog (11-20)	Days	7 Days	
	55	Average Installation Interval - Switch Ports - Analog Port	Dayo		
			Days	2 Days	
	55	Average Installation Interval - Switch Ports - BRI Port (1-50)	Days	3 Days	
	55	Average Installation Interval - Switch Ports - BRI Port (50+)	Days	5 Days	
	55	Average Installation Interval - Switch Ports - PRI Port (1-20)	Days	5 Days	1
	55	Average Installation Interval - Switch Ports - PRI Port (20+)	Days	10 Days	
	55	Average Installation Interval - DS1 Trunk (1-10)	Days	3 Days	
	55	Average Installation Interval - DS1 Trunk (11-20)	Dove	5 Days	
			Days		
	55	Average Installation Interval - DS1 Trunk (20+)	Days	ICB	
	55	Average Installation Interval - Dark Fiber (1-10)	Days	5 Days	
	55	Average Installation Interval - Dark Fiber (11-20)	Dove	7 Days	1
			Days		
	55	Average Installation Interval - Dark Fiber (20+)	Days	10 Days	
	55	Average Installation Interval - Dedicated Transport DS0 - (1-10)	Days	3 Days	
		-			
	55	Average Installation Interval - Dedicated Transport - DS1 - (1-10)	Days	3 Days	
			.,	,.	
	55	Average Installation Interval - Dedicated Transport - DS3 - (1-10)	Days	3 Days	
	55	Average Installation Interval - Dedicated Transport DS0 - (11-20)	Days	5 Days	
		Average installation interval - Dedicated Transport Doo - (11-20)	Days	5 Days	
	55	Average Installation Interval - Dedicated Transport - DS1 - (11-20)	Days	5 Days	
				, ,	
		Assessed Installation Internal Destinated Transport DOC (11 00)	D	5 D	
	55	Average Installation Interval - Dedicated Transport - DS3 - (11-20)	Days	5 Days	
		Average Installation Internal Dedicated Transaction (200)	D	IOD	
	55	Average Installation Interval - Dedicated Transport DS0 - (20+)	Days	ICB	
	55	Average Installation Interval - Dedicated Transport - DS1 - (20+)	Days	ICB	
	55	Average Installation Interval - Dedicated Transport - DS3 - (20+)	Days	ICB	
	55	Average Installation Interval - BRI Loop (1-10)	Days	5 Days	
	55	Average Installation Interval - BRI Loop (11-20)	Days	10 Days	 <u> </u>
	55	Average Installation Interval - BRI Loop (20+)	Days	Negotiate	
	55	Average Installation Interval - 8.0 dB Loops (1-10)		3 Days	
			Days	3 Days	
	55	Average Installation Interval - 8.0 dB Loops (11-20)	Days	7 Days	 <u> </u>
	55	Average Installation Interval - 8.0 dB Loops (20+)	Days	10 Days	
	55	Average Installation Interval - 5.0 dB Loops (1-10)		3 Days	1
			Days		
	55	Average Installation Interval - 5.0 dB Loops (11-20)	Days	7 Days	
	55	Average Installation Interval - 5.0 dB Loops (20+)	Days	10 Days	
	55	Average Installation Interval - INP (1-10 Numbers)	Days	3 Days	
	55	Average Installation Interval - INP (11-20 Numbers)	Days	7 Days	
	55	Average Installation Interval - INP (20+ Numbers)	Days	10 Days	
		Average Installation Interval - DSL - Loops Requiring no			
	55.1	Average installation interval - DSL - Loops Requiring no	Days	Parity with Ameritech Retail	
		conditioning with Line Sharing		*	
		Average Installation Interval - DSL - Loops Requiring conditioning	_		
	55.1	w/Line Sharing	Days	Parity with Ameritech Retail	
				+	
	55.1	Average Installation Interval - DSL - Loops Requiring no	Days	5 Days	
	33.1	conditioning with no Line Sharing	Days	3 Days	
		Average Installation Interval - DSL - Loops Requiring conditioning			
	55.1		Days	10 Days	
		with no Line Sharing		- I	1
	55.1	Average Installation Interval - DSL - Broadband service product	Days	Parity with Ameritech Retail	
		Average Installation Interval for Loop with LNP - CHC - With LNP	•		
	55.2		Days	Diagnostic	
		(1-10)			
		Average Installation Interval for Loop with LNP - CHC - With LNP	D	Diame -ti-	
	55.2	(11-20)	Days	Diagnostic	
	55.2	Average Installation Interval for Loop with LNP - CHC - With LNP	Days	Diagnostic	
	33.2	(20+)		Diagnotio	 <u> </u>
		Average Installation Interval for Loop with LNP - FDT - With LNP	_		
	55.2	(1-10)	Days	Diagnostic	
	55.2	Average Installation Interval for Loop with LNP - FDT - With LNP	Dave	Diagnostic	
	55.2	(11-20)	Days	Diagnostic	
	55.2	Average Installation Interval for Loop with LNP - FDT - With LNP	Days	Diagnostic	
	33.2	(20+)	,,	2 12 3 1 3 0 1 0	 <u> </u>
		Percent y DSL Loop Orders Requiring Conditioning All DSD			
	P-55.3	Masks 1-7	Percent	Diagnostic	
				+	
	P-55.3	Percent xDSL Loop Orders Requiring Conditioning - 2 Wire	Percent	Diagnostic	
	P-55.3	Analog xDSL UNEs	i ercent	Diagnostic	
		Porcent yDSL Loop Orders Requiring Conditioning 4 Wire			
	P-55.3		Percent	Diagnostic	
		Analog XDSL UNES		<u> </u>	
		Percent Installations Completed within "3" Business Days - 2 Wire	D-:	0501	
	56	Analog (1-10)	Percent	95%	
		Paraget Installations Consolated With #7# D			
	56	Percent Installations Completed within "7" Business Days - 2 Wire	Percent	95%	
	56	Analog (11-20)	i eicent	33 /0	
		Percent Installations Completed within "10" Business Days - 2			
	56	Mine Analan (00.)	Percent	95%	
		Wire Analog (20+)			
		Percent Installations Completed within "3" Business Days - 2 Wire	D-:	0501	
	56	Digital (1-10)	Percent	95%	
	56	Percent Installations Completed within "7" Business Days - 2 Wire	Percent	95%	
	36	Digital (11-20)	, ercent	3370	
L		<u> </u>			

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

	56	Percent Installations Completed within "10" Business Days - 2 Wire Digital (20+)	Percent	95%			
	56	Percent Installations Completed within "3" Business Days - 2 Wire INP (1-10)	Percent	90%			
	56	Percent Installations Completed within "7" Business Days - 2 Wire INP (11-20)	Percent	90%			
	56	Percent Installations Completed within "10" Business Days - 2 Wire INP (20+)	Percent	90%			
	56	Percent Installations Completed within "5" Business Days - BRI Loops (1-10)	Percent	95%			
	56	Percent Installations Completed within "10" Business Days - BRI Loops (11-20)	Percent	95%			
	56	Percent Installations Completed within "X" Business Days - BRI	Percent	Negotiate			
	56	Loops (20+) - Negotiate Percent Installations Completed within "3" Business Days - DS1 Loop (includes PRI) - (1-10)	Percent	95%			
	56	Percent Installations Completed within "7" Business Days - DS1	Percent	95%			
	56	Loop (includes PRI) - (11-20) Percent Installations Completed within "10" Business Days - DS1	Percent	95%			+
	<u>56</u>	Loop (includes PRI) - (20+) Percent Installations Completed within "2" Business Days - Switch	Percent	95%			+
	56	Ports - Analog Port Percent Installations Completed within "3" Business Days - Switch	Percent	95%			+
	56	Ports - BRI Port (1-50) Percent Installations Completed within "5" Business Days - Switch	Percent	95%			+
	56	Ports - BRI Port (50+) Percent Installations Completed within "5" Business Days - Switch	Percent	95%			+
	56	Ports - PRI Port (1-20) Percent Installations Completed within "10" Business Days -	Percent	95%			+
	<u>56</u>	Switch Ports - PRI Port (20+) Percent Installations Completed within "3" Business Days - DS1	Percent	95%			+
	56	Trunk (1-10) Percent Installations Completed within "5" Business Days - DS1	Percent	95%			+
	56	Trunk (11-20) Percent Installations Completed within "ICB" Business Days - DS1	Percent	95%			
	56	Trunk (20+) Percent Installations Completed within "3" Business Days -	Percent	95%			
		Dedicated Transport - DS0 - (1-10) Percent Installations Completed within "3" Business Days -					
	56	Dedicated Transport - DS1 - (1-10) Percent Installations Completed within "3" Business Days -	Percent	95%			
	56	Dedicated Transport - DS3 - (1-10) Percent Installations Completed within "5" Business Days -	Percent	95%			_
	<u>56</u>	Dedicated Transport - DS0 - (11-20) Percent Installations Completed within "5" Business Days -	Percent	95%			
	<u>56</u>	Dedicated Transport - DS1 - (11-20) Percent Installations Completed within "5" Business Days -	Percent	95%			
	<u>56</u>	Dedicated Transport - DS3 - (11-20) Percent Installations Completed within "ICB" Business Days -	Percent	95%			
	56	Dedicated Transport - DS0 - (20+)	Percent	95%			
	56	Percent Installations Completed within "ICB" Business Days - Dedicated Transport - DS1 - (20+) Percent Installations Completed within "ICB" Business Days	Percent	95%			\perp
	56	Percent Installations Completed within "ICB" Business Days - Dedicated Transport - DS3 - (20+)	Percent	95%			\perp
	56	Percent Installations Completed within "ICB" Business Days - Dedicated Transport - All other types - (20+)	Percent	95%			
	56.1	Percent Installations Completed within Customer Requested Due Date for LNP with Loop - Aggregate - (1-10)	Percent	95%			
	56.1	Percent Installations Completed within Customer Requested Due Date for LNP with Loop - Aggregate - (11-20)	Percent	95%			
	56.1	Percent Installations Completed within Customer Requested Due Date for LNP with Loop - Aggregate - (20+)	Percent	95%			
	56.1	Percent Installations Completed within Customer Requested Due Date for LNP with Loop - CHC - (1-10)	Percent	Diagnostic			
	56.1	Percent Installations Completed within Customer Requested Due Date for LNP with Loop - CHC - (11-20)	Percent	Diagnostic			
	56.1	Percent Installations Completed within Customer Requested Due Date for LNP with Loop - CHC - (20+)	Percent	Diagnostic			
	56.1	Percent Installations Completed within Customer Requested Due Date for LNP with Loop - FDT - (1-10)	Percent	Diagnostic			
	56.1	Percent Installations Completed within Customer Requested Due Date for LNP with Loop - FDT - (11-20)	Percent	Diagnostic			
	56.1	Percent Installations Completed within Customer Requested Due Date for LNP with Loop - FDT - (20+)	Percent	Diagnostic			
	57	Average Response Time for Loop Make-Up Information - ADSL	MOVED TO	PM 1.1			
L		· · · · · · · · · · · · · · · · · · ·					

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CA Verizon 44 - GTE - JPSA 9/7/99

57 Average Response Time for Loop Make-Up Information - Other DSL As Required	MOVED TO PM 1.1			
Percent Ameritech Caused Missed Due Dates - 8.0 dB Loop (With and Without) Test Access	Percent Parity with Retail POTS (Res/Bus and FW)			
Percent Ameritech Caused Missed Due Dates - 5.0 dB Loop (With and Without) Test Access	Percent Parity with Retail VGPL			
Percent Ameritech Caused Missed Due Dates - BRI Loop with	Percent Parity with Retail ISDN			
Test Access 58 Percent Ameritech Caused Missed Due Dates - ISDN BRI Port	Percent Parity with Retail ISDN			
58 Percent Ameritech Caused Missed Due Dates - DS1 Loop with Test Access	Percent Parity with Retail DS1			
58 Percent Ameritech Caused Missed Due Dates - DS1 Dedicated Transport	Percent Parity with Retail DS1			
58 Percent Ameritech Caused Missed Due Dates - Subtending Channel (23B)	Percent Parity with Retail DDS			
Percent Ameritech Caused Missed Due Dates - Subtending Channel (1D)	Percent Parity with Retail DDS			
Percent Ameritech Caused Missed Due Dates - Analog Trunk Port	Percent Parity with Retail VGPL			
58 Percent Ameritech Caused Missed Due Dates - Subtending Digital Direct Combination Trunks	Percent Parity with Retail VGPL			
Percent Ameritech Caused Missed Due Dates - DS3 Dedicated Transport	Percent Parity with Retail DS3			
58 Percent Ameritech Caused Missed Due Dates - Dark Fiber	Percent Parity with Retail DS3			
<u>58</u> Percent Ameritech Caused Missed Due Dates - DSL Loops	Percent Parity with Ameritech Retail Equivilant			
59 Percent Trouble Reports Within 30 Days of Installation - 8.0 dB Loop (With and Without) Test Access	Percent Parity with Retail POTS (Res/Bus and FW)			
Percent Trouble Reports Within 30 Days of Installation - 5.0 dB Loop (With and Without) Test Access	Percent Parity with Retail VGPL			
59 Percent Trouble Reports Within 30 Days of Installation - BRI Loop with Test Access	Percent Panty with Retail ISDN			
59 Percent Trouble Reports Within 30 Days of Installation - ISDN BRI Port	Percent Parity with Retail ISDN			
59 Percent Trouble Reports Within 30 Days of Installation - DS1 Loop with Test Access	Percent Parity with Retail DS1			
59 Percent Trouble Reports Within 30 Days of Installation - DS1 Dedicated Transport	Percent Parity with Retail DS1			
59 Percent Trouble Reports Within 30 Days of Installation - Subtending Channel (23B)	Percent Parity with Retail DDS			
59 Percent Trouble Reports Within 30 Days of Installation - Subtending Channel (1D)	Percent Parity with Retail DDS			
59 Percent Trouble Reports Within 30 Days of Installation - Analog Trunk Port	Percent Parity with Retail VGPL			
59 Percent Trouble Reports Within 30 Days of Installation - Subtending Digital Direct Combination Trunks	Percent Parity with Retail VGPL			
59 Percent Trouble Reports Within 30 Days of Installation - DS3 Dedicated Transport	Percent Parity with Retail DS3			
59 Percent Trouble Reports Within 30 Days of Installation - Dark Fiber	Percent Parity with Retail DS3			
59 Percent Trouble Reports Within 30 Days of Installation - DSL Loops	Percent Parity with Ameritech Retail Equivilant			
P-59.1 Provisioning Trouble Reports - Affecting Service - Resale	Percent Parity with Retail Parity with Retail (OSP			
P-59.1 Provisioning Trouble Reports - Affecting Service - UNE Loop	Disposition codes)			
P-59.1 Provisioning Trouble Reports - Affecting Service - UNE Port	Percent Parity with Retail (CO Disposition codes)			
P-59.1 Provisioning Trouble Reports - Affecting Service - PNP P-59.1 Provisioning Trouble Reports - Out of Service - Resale	Percent ?? Percent Parity with Retail			
P-59.1 Provisioning Trouble Reports - Out of Service - UNE Loop	Percent Parity with Retail (OSP Disposition codes)			
P-59.1 Provisioning Trouble Reports - Out of Service - UNE Port	Percent Percent Percent Disposition codes)			
P-59.1 Provisioning Trouble Reports - Out of Service - PNP	Percent ??			
P-59.1 Provisioning Trouble Reports - DSL Loop	Percent Parity with SWBT DSL Retail or SWBT DSL Affiliate,			
	whichever is lower. Parity with SWBT DSL Retail			-
P-59.1 Provisioning Trouble Reports - DSL Loop w/ port	Percent or SWBT DSL Affiliate, whichever is lower.			
	Parity with SWBT DSL Retail			
P-59.1 Provisioning Trouble Reports - DSL Loop w/line sharing	Percent or SWBT DSL Affiliate, whichever is lower.			
Percent Ameritech Missed Due Dates Due to Lack of Facilities - UNEs contained in the UNE Price schedule,and/or agreed to by	Percent Diagnostic			
parties				

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

Approximate							
Person recommend to according to the control of the		<u>60</u>	Percent Ameritech Missed Due Dates Due to Lack of Facilities - DSL loops with Line Sharing	Percent	Diagnostic		
December 1		60	Percent Ameritech Missed Due Dates Due to Lack of Facilities -	Percent	Diagnostic		
Section of the control of the contro		60	Percent Ameritech Missed Due Dates Due to Lack of Facilities -	Percent	Diagnostic		
See Annual Season See Annual See		61	Average Delayed Days for Missed Due Dates Due to Lack of Facilities - UNEs contained in the UNE Price schedule,and/or	Days	Diagnostic		
Description Comparison Co		<u>61</u>	Average Delayed Days for Missed Due Dates Due to Lack of	Days	Diagnostic		
Service Program Congress Construction Constr		61	Average Delayed Days for Missed Due Dates Due to Lack of	Days	Diagnostic		
Some Service Control Control National De Anno 1990. Some Service Control National De Service Control National De Anno 1990. Some Service Control National De Service Control National De Anno 1990. Some Service Control National De Service Control National De Contro		61	Average Delayed Days for Missed Due Dates Due to Lack of	Days	Diagnostic		
Annexage Designed County of Promotions County and England County Annexage Designed County of Promotions County and England County Bill Love and Trans Annexage Bill Love and Trans Anne		62	Average Delayed Days for Ameritech Caused Missed Due Dates -	Days			
The state of the s		<u>62</u>	Average Delayed Days for Ameritech Caused Missed Due Dates-	Days	Parity with Retail VGPL		
Section (1997) The process of the pr		62	BRI Loop with Test Access	Days	Parity with Retail ISDN		
The state of the first and the state of the		62	ISDN BRI Port	Days	Parity with Retail ISDN		
The Charles Temporary Design of the Charles To Design of the Charles Temporary Design of the Charles To Design of the Charles Temporary Design of the Charles To Design of the Charles Temporary Design of the Charles Tempora		62	DS1 Loop with Test Access	Days	Parity with Retail DS1		
Selected Character (Character (Character) Character (Character) Ch		62	DS1 Dedicated Transport	Days	Parity with Retail DS1		
Sobretining Country (10) (2) (3) (4) (4) (5) (5) (5) (5) (6) (6) (6) (6		62	Subtending Channel (23B)	Days	Parity with Retail DDS		
Acety Trush Four Court of Cour		62	Subtending Channel (1D)	Days	Parity with Retail DDS		
Subsending Ogeal (Veric Commission Trainis) 42 Average Delayed Days for Americal Councel Missed Due Dates 42 Average Delayed Days for Americal Councel Missed Due Dates 43 Average Delayed Days for Americal Councel Missed Due Dates 44 Average Delayed Days for Americal Councel Missed Due Dates 45 Average Delayed Days for Americal Councel Missed Due Dates 46 Average Delayed Days for Americal Councel Missed Due Dates 47 Average Delayed Days for Americal Councel Missed Due Dates 48 Percent SWIT Councel Missed Due Dates 20 Days - Obsego 49 Percent SWIT Councel Missed Due Dates 20 Days - Obsego 49 Percent SWIT Councel Missed Due Dates 20 Days - Obsego 40 Percent SWIT Councel Missed Due Dates 20 Days - Obsego 40 With No. 1 in Strang 40 With No. 1 in Strang 41 Average Councel Swit Delay Days - Due D		62	Analog Trunk Port	Days	Parity with Retail VGPL		
Sich Declarated Transport County Street County County Street County		62	Subtending Digital Direct Combination Trunks	Days	Parity with Retail VGPL		
Dark Fiber Average Delayed Day for Parmicular Coused Missed Due Dates - Beg Average Delayed Day for Parmicular Coused Missed Due Dates - Days - Days - Disk - Day Percent SWST Caused Missed Due Dates - 3 Days - Disk - Days		62	DS3 Dedicated Transport	Days	Parity with Retail DS3		
DSL Loops Percent SWBT Caused Miseaso Due Dates 30 Days - UNEscontained in the UNE Price schedula and/or agreed to by parties Percent SWBT Caused Miseaso Due Dates 30 Days - DSL bodge Percent SWBT Caused Miseaso Due Dates 30 Days - DSL bodge Percent SWBT Caused Miseaso Due Dates 30 Days - DSL bodge Percent SWBT Caused Miseaso Due Dates 30 Days - DSL bodge Percent SWBT Caused Miseaso Due Dates 30 Days - DSL bodge Percent SWBT Caused Miseaso Due Dates 30 Days - DSL bodge Percent SWBT Caused Miseaso Due Dates 30 Days - DSL bodge Percent SWBT Caused Miseaso Due Dates 30 Days - DSL bodge Percent Dagnosic Percent Dagnosic Percent Dagnosic Caused of Caused After the Date Dates Which Week Access - (1-30 Days Past Days (1-30 Days Past Days), 1-20 Days Past Days (1-30 Days Past Days), 1-30 Days Acree Days (1-30 Days Past Days), 1-30 Days Past Days (1-30 Days Past Days), 1-30 Days		62	Dark Fiber	Days	*		
Disgressit Disgressit SWIT Caused Missed Due Dates 30 Days - SIS loops with Line Sharing with Line Sharing Percent SWIT Caused Missed Due Dates 30 Days - SIS loops with No. Line Sharing Percent SwiT Caused Missed Due Dates 30 Days - SIS loops with No. Line Sharing Percent SwiT Caused Missed Due Dates 30 Days - Broad		62	Average Delayed Days for Ameritech Caused Missed Due Dates- DSL Loops	Days	Parity with Ameritech Retail Equivilant		
## Description Diagnostic		63	contained in the UNE Price schedule,and/or agreed to by parties	Percent	Diagnostic		
erroret SWBT Caused Missed Due Dates > 30 Days - Broad Band service product Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - 6.0 dis Loop (With and Wimout) Test Access - (1-30 Days Past Dues), (9-30		<u>63</u>	with Line Sharing	Percent	Diagnostic		
Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - 80 dis Loop (With and Without) Test Access - (1-30 Days Past Due), 0-30 Days Past Days Days Past Due), 0-30 Days Past Due), 0-30 Days Past Days Days Past Due), 0-30 Days Past Due), 0-30 Days Past Days Days Past Due), 0-30 Days Past Days Days Days Past Days Days Pa		63		Percent	Diagnostic		
Gaused by Ameritech - 8.0 dB Loop (With and Without) Test Access - (1-30 Days Past Due) (3-90 Days Past Due) (-90) Days Past Due) (3-90 Days Past Days) (3-		63	Band service product	Percent	Diagnostic		
Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - Sid AL Doog With and Without) Test Access - (1-30 Days Past Due), (31-90 Days Past Due) Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - BRI Loop with Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (-90 Days Past Due) Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - BSI Loop with Test Access - (1-30 Days Past Due), (31-30 Days Past Dues), (-90 Days Past Due), (31- Gaused by Ameritech - DSI Loop with Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (-90 Days Past Due) Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - DSI Loop with Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (-90 Days Past Due) Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - DSI Dodgicated Transport - (1-30 Days Past Due), (30-90 Pays Past Due), (-90 Days Past Due) Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - DSI Dodgicated Transport - (1-30 Days Past Due), (30-90 Pays Past Due), (-90 Days Past Due) Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - DSI Dedicated Transport - (1-30 Days Past Due), (30-90 Pays		64	Caused by Ameritech - 8.0 dB Loop (With and Without) Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (>90	AGREED TO	O ELIMINATE		
Caused by Ameritech - BRI Loop with Test Access - (1-30 Days AGREED TO ELIMINATE		<u>64</u>	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - 5.0 dB Loop (With and Without) Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (>90	AGREED TO	O ELIMINATE		
Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - DS1 Loop with Test Access - (1-30 Days Past Due) Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - DS1 Loop with Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - DS1 Dedicated Transport - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Dues) Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - DS1 Dedicated Transport - (1-30 Days AGREED TO ELIMINATE Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - Subtending Channel (238) - (1-30 Days AGREED TO ELIMINATE		64	Caused by Ameritech - BRI Loop with Test Access - (1-30 Days	AGREED TO	O ELIMINATE		
Caused by Ameritech - DS1 Loop with Test Access - (1-30 Days Past Due), (31-90 Days Past Due), (31-90 Days Past Due) AGREED TO ELIMINATE Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - DS1 Dedicated Transport - (1-30 Days Past Due), (31-90 Days Past Due), (31-90 Days Past Due), (31-90 Days Past Due) Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - Subtending Channel (238) - (1-30 Days Past Due) Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - Subtending Channel (238) - (1-30 Days Past Due)		64	Caused by Ameritech - ISDN BRI Port - (1-30 Days Past Due), (31-	AGREED TO	O ELIMINATE		
Caused by Ameritech - DS1 Dedicated Transport - (1-30 Days AGREED TO ELIMINATE AGREED TO ELIMINATE AGREED TO ELIMINATE Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - Subtending Channel (23B) - (1-30 Days AGREED TO ELIMINATE) AGREED TO ELIMINATE		64	Caused by Ameritech - DS1 Loop with Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	AGREED TO	O ELIMINATE		
64 Caused by Ameritech - Subtending Channel (23B) - (1-30 Days AGREED TO ELIMINATE		64	Caused by Ameritech - DS1 Dedicated Transport - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	AGREED TO	O ELIMINATE		
		64	Caused by Ameritech - Subtending Channel (23B) - (1-30 Days	AGREED TO	O ELIMINATE		

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CA Verizon 44 - GTE - JPSA 9/7/99

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	64		AGREED T	O ELIMINATE			
	0.4	Past Due), (31-90 Days Past Dues), (>90 Days Past Due) Count of Orders Cancelled After the Due Date Which Were	AODEED T	O EL IMINATE			
	64	Caused by Ameritech - Analog Trunk Port - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	AGREED I	O ELIMINATE			
	64	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - Subtending Digital Direct Combination	AGREED T	O ELIMINATE			
		Trunks - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due) Count of Orders Cancelled After the Due Date Which Were					
	64	Caused by Ameritech - DS3 Dedicated Transport - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	AGREED T	O ELIMINATE			
	64	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - Dark Fiber - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	AGREED T	O ELIMINATE			
	64	Count of Orders Cancelled After the Due Date Which Were Caused by Ameritech - DSL Loops - (1-30 Days Past Due), (31-90 Days Past Due), (>90 Days Past Due)	AGREED T	O ELIMINATE			
	64.1	Average Delay Days for Ameritech Caused Cancelled Orders - 8.0 dB Loop (With and Without) Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	Days	Diagnostic - Expectation of Parity with Retail			
	64.1	Average Delay Days for Ameritech Caused Cancelled Orders - 5.0 dB Loop (With and Without) Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	Days	Diagnostic - Expectation of Parity with Retail			
	64.1	Average Delay Days for Ameritech Caused Cancelled Orders - BRI Loop with Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	Days	Diagnostic - Expectation of Parity with Retail			
	64.1	Average Delay Days for Ameritech Caused Cancelled Orders - ISDN BRI Port - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	Days	Diagnostic - Expectation of Parity with Retail			
	64.1	Average Delay Days for Ameritech Caused Cancelled Orders - DS1 Loop with Test Access - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	Days	Diagnostic - Expectation of Parity with Retail			
	64.1	Average Delay Days for Ameritech Caused Cancelled Orders - DS1 Dedicated Transport - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	Days	Diagnostic - Expectation of Parity with Retail			
	64.1	Average Delay Days for Ameritech Caused Cancelled Orders - Subtending Channel (23B) - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	Days	Diagnostic - Expectation of Parity with Retail			
	64.1	Average Delay Days for Ameritech Caused Cancelled Orders - Subtending Channel (1D) - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	Days	Diagnostic - Expectation of Parity with Retail			
	64.1	Average Delay Days for Ameritech Caused Cancelled Orders - Analog Trunk Port - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	Days	Diagnostic - Expectation of Parity with Retail			
	64.1	Average Delay Days for Ameritech Caused Cancelled Orders - Subtending Digital Direct Combination Trunks - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	Days	Diagnostic - Expectation of Parity with Retail			
	64.1	Average Delay Days for Ameritech Caused Cancelled Orders - DS3 Dedicated Transport - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	Days	Diagnostic - Expectation of Parity with Retail			
	64.1	Average Delay Days for Ameritech Caused Cancelled Orders - Dark Fiber - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	Days	Diagnostic - Expectation of Parity with Retail			
	64.1	Average Delay Days for Ameritech Caused Cancelled Orders - DSL Loops - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	Days	Diagnostic - Expectation of Parity with Retail			
	64.1	Average Delay Days for Ameritech Caused Cancelled Orders - UNE - (1-30 Days Past Due), (31-90 Days Past Dues), (>90 Days Past Due)	Days	Diagnostic - Expectation of Parity with Retail			
Unbundled Network Elements (UNE) - Maintenance	Unbu	ndled Network Elements (UNE) - Maintenance			Unbundled Network Elements (UNE) - Maintenance		Unbundled Network Elements (UNE) - Maintenance
	65	Trouble Report Rate - 8.0 dB Loop (With and Without) Test Access	Percent	Parity with SWBT POTS Business			
	65	Trouble Report Rate - 5.0 dB Loop (With and Without) Test Access	Percent	Parity with Retail VGPL			
	65	Trouble Report Rate - BRI Loop with Test Access	Percent				
	65	Trouble Report Rate - ISDN BRI Port	Percent				
	65 65	Trouble Report Rate - DS1 Loop with Test Access Trouble Report Rate - DS1 Dedicated Transport	Percent Percent				
	65	Trouble Report Rate - DST Dedicated Transport Trouble Report Rate - Subtending Channel (23B)	Percent				
	65	Trouble Report Rate - Subtending Channel (1D)	Percent	Parity with Retail DDS			
	65	Trouble Report Rate - Analog Trunk Port	Percent				
	65	Trouble Report Rate - Subtending Digital Direct Combination Trunks	Percent	Parity with Retail VGPL			
	65	Trouble Report Rate - DS3 Dedicated Transport	Percent	Parity with Retail DS3			

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65	Trouble Report Rate - Dark Fiber	Percent					
65	Trouble Report Rate - DSL Loops	Percent	Parity with Ameritech Retail				
			Equivilant				
65	Trouble Report Rate - DSL Loops with line sharing	Percent	Parity				
65	Trouble Report Rate - DSL Loops with NO line sharing	Percent	4.00%				
65	Trouble Report Rate - Broadband service product.	Percent	????				
65.1-P	Trouble Report Rate - 8.0 dB Loop (With and Without) Test Access	Percent	Parity with SWBT POTS Business				
	Trouble Report Rate - 5.0 dB Loop (With and Without) Test						
65.1-P	Access	Percent	Parity with Retail VGPL				
65.1-P	Trouble Report Rate - BRI Loop with Test Access	Percent	Parity with Retail ISDN				+
65.1-P	Trouble Report Rate - ISDN BRI Port	Percent					+
65.1-P	Trouble Report Rate - DS1 Loop with Test Access	Percent	Parity with Retail DS1				+
65.1-P	Trouble Report Rate - DS1 Dedicated Transport	Percent					+
65.1-P	Trouble Report Rate - Subtending Channel (23B)	Percent					
65.1-P	Trouble Report Rate - Subtending Channel (1D)	Percent					
65.1-P	Trouble Report Rate - Analog Trunk Port	Percent	Parity with Retail VGPL				
65.1-P	Trouble Report Rate - Subtending Digital Direct Combination	Percent	Parity with Retail VGPL				
	Trunks		•				
65.1-P	Trouble Report Rate - DS3 Dedicated Transport	Percent	Parity with Retail DS3				
65.1-P	Trouble Report Rate - Dark Fiber	Percent	Parity with Retail DS3				
65.1-P	Trouble Report Rate - DSL Loops	Percent	Parity with Ameritech Retail				
65.1-P	Trouble Report Rate - DSL Loops with line sharing	Percent	Equivilant Parity				+
65.1-P	Trouble Report Rate - DSL Loops with Ine sharing Trouble Report Rate - DSL Loops with NO line sharing	Percent	4.00%			+++	+
65.1-P	Trouble Report Rate - DSL Loops with NO line sharing Trouble Report Rate - Broadband service product.	Percent	????				+
	Percent Missed Repair Commitments - POTs type loops (2-wire		Parity with Ameritech POTS	+			+
66	analog 8.0 dB Loop) with test access	Percent	Business				
	Ů I/	Descrit	Parity with Ameritech ASI for				
66	Percent Missed Repair Commitments - DSL line sharing	Percent	DSL line sharing				
67	Mean Time to Restore - 8.0 dB Loop (With and Without) Test	HH:MM	Parity with SWBT POTS				
- 67	Access - Dispatch/No Dispatch	1 11 1.1VIIVI	Business DSL Loops				\perp
<u>67</u>	Mean Time to Restore - 5.0 dB Loop (With and Without) Test	HH:MM	Parity with Retail VGPL				
	Access - Dispatch/No Dispatch		, , , , , , , , , , , , , , , , , , , ,				+
67	Mean Time to Restore - BRI Loop with Test Access - Dispatch/No	HH:MM	Parity with Retail ISDN				
67	Dispatch Mean Time to Restore - ISDN BRI Port - Dispatch/No Dispatch	HH:MM	Parity with Retail ISDN				+
	Mean Time to Restore - ISDN BRI Port - Dispatch No Dispatch Mean Time to Restore - DS1 Loop with Test Access -						
67	Dispatch/No Dispatch	HH:MM	Parity with Retail DS1				
	Mean Time to Restore - DS1 Dedicated Transport - Dispatch/No						+
67	Dispatch	HH:MM	Parity with Retail DS1				
67	Mean Time to Restore - Subtending Channel (23B) - Dispatch/No	HH:MM	Desite with Detail DDC				
67	Dispatch	nn.iviivi	Parity with Retail DDS				
67	Mean Time to Restore - Subtending Channel (1D) - Dispatch/No	HH:MM	Parity with Retail DDS				
5.	Dispatch		r any marriedan 220				
67	Mean Time to Restore - Analog Trunk Port - Dispatch/No	HH:MM	Parity with Retail VGPL				
	Dispatch Magn Time to Restore Subtending Digital Direct Combination		,				+
67	Mean Time to Restore - Subtending Digital Direct Combination Trunks - Dispatch/No Dispatch	HH:MM	Parity with Retail VGPL				
 	Mean Time to Restore - DS3 Dedicated Transport - Dispatch/No					+++	+
67	Dispatch	HH:MM	Parity with Retail DS3				
67	Mean Time to Restore - Dark Fiber - Dispatch/No Dispatch	HH:MM	Parity with Retail DS3				+
67	Mean Time to Restore - DSL Loops - Dispatch/No Dispatch	HH:MM	Parity with Ameritech Retail				
67		UL'ININ	Equivilant				
67	Mean Time to Restore - DSL Loops - DSL Loops with Line	HH:MM	Parity		T		1 1
0,	sharing						
67	Mean Time to Restore - DSL Loops - DSL Loops with NO Line	HH:MM	14.0 hours				
	sharing						+
67	Mean Time to Restore - DSL Loops - Broadband service product.	HH:MM	????				
 	Percent Out of Service (OOS) < 24 Hours - 2 Wire Analog 8dB					+++	+
68	Loop	AGREED TO	DELIMINATE				
69	Percent Repeat Reports - 8.0 dB Loop (With and Without) Test	Doroor	Parity with Retail POTS				
69	Access	Percent	(Res/Bus and FW)				
69	Percent Repeat Reports - 5.0 dB Loop (With and Without) Test	Percent	Parity with Retail VGPL				
	Access		*				\perp
69	Percent Repeat Reports - BRI Loop with Test Access	Percent	Parity with Retail ISDN				
69	Percent Repeat Reports - ISDN BRI Port	Percent	Parity with Retail ISDN				+
69	Percent Repeat Reports - DS1 Loop with Test Access Percent Repeat Reports - DS1 Dedicated Transport	Percent Percent	Parity with Retail DS1 Parity with Retail DS1				+
69	Percent Repeat Reports - DS1 Dedicated Transport Percent Repeat Reports - Subtending Channel (23B)	Percent					+
69	Percent Repeat Reports - Subtending Channel (1D)	Percent					+
69	Percent Repeat Reports - Analog Trunk Port	Percent					+
	Percent Repeat Reports - Subtending Digital Direct Combination						+
69	Trunks	Percent	Parity with Retail VGPL				
69	Percent Repeat Reports - DS3 Dedicated Transport	Percent					
69	Percent Repeat Reports - Dark Fiber	Percent	Parity with Retail DS3				

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CA Verizon 44 - GTE - JPSA 9/7/99

			December December 1 DOLL	D	Parity with Ameritech Retail				
		69	Percent Repeat Reports - DSL Loops	Percent	Equivilant		1		
		69	Percent Repeat Reports - DSL Loops - DSL Loops with Line sharing	Percent	Parity				
		69	Percent Repeat Reports - DSL Loops - DSL Loops with NO Line sharing	Percent	12.00%				
		69	Percent Repeat Reports - DSL Loops - Broadband service product.	Percent	????				
Interconnection Trunk	s	Interd	onnection Trunks			Interconnection Trunks		Interconnection Trunks	
		70	Percentage of Trunk Blockage - Ameritech End Office to CLEC End Office	Percent	Dedicated Trunk Groups Not to Exceed Clocking Standard of B.01 (B.01 Standard is 1%)				
		70	Percentage of Trunk Blockage - Ameritech Tandem to CLEC End Office	Percent	Dedicated Trunk Groups Not to Exceed Clocking Standard of B.01 (B.01 Standard is 1%)				
		70.1	Trunk Blockage Exclusions	Count of Excluded Blocked calls	Diagnostic				
		71	Common Transport Trunk Blockage	Percent	PUC Subst. R. 23.61 (e)(5)(A) or Parity, whichever allows less blocking in a given month.				
				# of Trunks	Aggregate Measurement - No				
		72	Distribution of Common Transport Trunk Groups > 2%	the threshold	Benchmark Required				
		73	Percentage of Installations Completed Within the Customer Requested Due Date - by Market Region	Percent	90% or agreed to expedited interval				
		73	Percentage of Installations Completed Within the Customer Requested Due Date - 911	Percent	90% or agreed to expedited interval				
		73	Percentage of Installations Completed Within the Customer Requested Due Date - OS/DA	Percent	90% or agreed to expedited interval				
		73	Percentage of Installations Completed Within the Customer Requested Due Date - SS7	Percent	90% or agreed to expedited interval				
		73	Percentage of Installations Completed Within the Customer Requested Due Date - Interconnection trunks	Percent	90% or agreed to expedited interval				
		73.1	Percentage Held Interconnection Trunks - By Market Region 30,60,90 days	Percent	Parity with SWBT interconnection trunks. For purposes of damages, only applicable to 30 days.				
		73.1	Percentage Held Interconnection Trunks - Interconnection	Percent	Parity with SWBT interconnection trunks. For purposes of damages, only applicable to 30 days.				
		73.1	Percentage Held Interconnection Trunks - 911	Percent	Parity with SWBT interconnection trunks. For purposes of damages, only applicable to 30 days.				
		73.1	Percentage Held Interconnection Trunks - OS/DA	Percent	Parity with SWBT interconnection trunks. For purposes of damages, only applicable to 30 days.				
		73.1	Percentage Held Interconnection Trunks - SS7	Percent	Parity with SWBT interconnection trunks. For purposes of damages, only applicable to 30 days.				
		74	Average Delayed Days for Missed Due Dates - By Market Region	Days	Parity with Ameritech Interoffice Facility Trunks				
		74	Average Delayed Days for Missed Due Dates - Interconnection	Days	Parity with Ameritech Interoffice Facility Trunks				
		74	Average Delayed Days for Missed Due Dates - 911	Days	Parity with Ameritech Interoffice Facility Trunks				
		74	Average Delayed Days for Missed Due Dates - OS/DA	Days	Parity with Ameritech Interoffice Facility Trunks				
		74	Average Delayed Days for Missed Due Dates - SS7	Days	Parity with Ameritech Interoffice Facility Trunks				
		75	Percentage Ameritech Caused Missed Due Dates > 30 Days - Interconnection Trunks - By Market Region	Percent	No More than 2% interconnection trunk orders completed > 30 Days				
		76 76	Average Trunk Restoration Interval - By Market Region Average Trunk Restoration Interval - 911	HH:MM HH:MM	Parity Parity		1		
		76	Average Trunk Restoration Interval - OS/DA	HH:MM	Parity				
		76	Average Trunk Restoration Interval - SS7	HH:MM	Parity				

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CA Verizon 44 - GTE - JPSA 9/7/99

The composition of the value of Service Affecting Trunk HH-MM Parity	
Average Trunk Restoration Interval for Service Affecting Trunk Groups - Non-Tandem Trunk Groups 77	
Coups - Non-Tandem Trunk Groups Non-Tandem Trunk Groups Non-Tandem Trunk Groups Non-Tandem Trunk Groups - By Market Region Hri.MM 1977 Average Trunk Restoration Interval for Service Affecting Trunk Groups - 91 Hri.MM 1977 Average Trunk Restoration Interval for Service Affecting Trunk Hri.MM 1977 Average Trunk Restoration Interval for Service Affecting Trunk Groups - OS/DA Hri.MM 1977 Average Trunk Restoration Interval for Service Affecting Trunk Groups - SS7 Hri.MM 1977 Average Trunk Restoration Interval for Service Affecting Trunk 1977 Average Trunk Restoration Interval for Service Affecting Trunk 1977 Average Trunk Restoration Interval for Service Affecting Trunk 1977 19	
Average Trunk Restoration Interval for Service Affecting Trunk Groups - By Market Region 77 Average Trunk Restoration Interval for Service Affecting Trunk Groups - 911 78 Average Trunk Restoration Interval for Service Affecting Trunk Groups - OS/DA 77 Average Trunk Restoration Interval for Service Affecting Trunk Groups - OS/DA 78 Average Trunk Restoration Interval for Service Affecting Trunk Groups - Interconnection Trunk Installation Interval Fine Connection Trunk Installation Interval Fine Conn	
Average Trunk Restoration Interval for Service Affecting Trunk Groups - 911 77 Average Trunk Restoration Interval for Service Affecting Trunk Groups - OS/DA 78 Average Trunk Restoration Interval for Service Affecting Trunk Groups - SS7 Average Trunk Restoration Interval for Service Affecting Trunk Groups - SS7 Average Trunk Restoration Interval for Service Affecting Trunk Groups - Interconnection Trunk Installation Interval - Interconnection Trunk Installation Interval - SS7 Links Frage	
Average Trunk Restoration Interval for Service Affecting Trunk Groups - OS/DA 77 Average Trunk Restoration Interval for Service Affecting Trunk Groups - SS7 Average Trunk Restoration Interval for Service Affecting Trunk Groups - SS7 Average Trunk Restoration Interval for Service Affecting Trunk Groups - SS7 Average Interconnection Trunk Installation Interval - Interconnection Trunk Installation Interval - SS7 Links T8 Average Interconnection Trunk Installation Interval - SS7 Links HH:MM 20 Days HH:MM 20 Days Average Interconnection Trunk Installation Interval - OS/DA HH:MM 20 Days	
Average Trunk Restoration Interval for Service Affecting Trunk Groups - SS/7 Average Trunk Restoration Interval for Service Affecting Trunk Groups - SS/7 Average Interconnection Trunk Installation Interval - Interconnection Trunk Installation Interva	
Croups - Ss7	
Total Compose Interconnection Trunks HH:MM Total Compose HH:MM Tot	
18	
78 Average Interconnection Trunk Installation Interval - OS/DA HH:MM 20 Days	
78 Average Interconnection Trunk Installation Interval - 911 Trunks By Market Region HH:MM 20 Days	
	nber Portability (INP)
87 Technically Infeasible AGREED TO ELIMINATE	
88 Technically Infeasible AGREED TO ELIMINATE	
89 Technically Infeasible AGRED TO ELIMINATE	
90 Technically Infeasible AGREED TO ELIMINATE	an David IIII
Percentage of LNP Only Due Dates within Industry Guidelines - Percent 06.59/	per Portability
NXXx Completed (1-30 TNs), (>30 TNs) Percentage of LNP Only Due Dates within Industry Guidelines -	
Percentage of Time the Old Service Provider Releases the	
92 Subscription Prior to the Expiration of the Second 9 Hour Timer Percent 96.5% (T2) Timer	
93 Percentage of Customer Accounts Restructured by the LNP Due Date Percent 96.5%	
94 Percentage FOCs Received within 24 Hours - Manually Submitted - Simple Res and Bus LNP Only (1-19 lines) AGREED TO ELIMINATE	
94 Percentage FOCs Received within 24 Hours - Manually Submitted - LNP with Loop (1-19 loops) AGREED TO ELIMINATE	
94 Percentage FOCs Received within 48 Hours - Manually Submitted - Simple Res and Bus LNP Only (20+ lines) AGREED TO ELIMINATE	
94 Percentage FOCs Received within 48 Hours - Manually Submitted - LNP with Loop (20+ loops) AGREED TO ELIMINATE	
94 Percentage FOCs Received within 24 Hours - Manually Submitted - LNP Complex Business (1-19 lines) AGREED TO ELIMINATE	
94 Percentage FOCs Received within 48 Hours - Manually Submitted - LNP Complex Business (20-50 lines) AGREED TO ELIMINATE	
Percentage FOCs Received within "X" Hours - Manually Submitted - LNP Complex Business (50+ lines) - "X" Being AGREED TO ELIMINATE	
Negotiated with Notification of Timeframe within 24 Hours Percentage FOCs Received within 5 Hours - Electronically AGREED TO ELIMINATE	
Submitted - Simple Res and Bus LNP Only (1-19 lines) Percentage FOCs Received within 5 Hours - Electronically ACREED TO FLIMINATE	
Submitted - LNP with Loop (1-19 loops) Percentage FOCs Received within 48 Hours - Electronically ACREED TO ELIMINATE	
Submitted - Simple Res and Bus LNP Only (20+ lines) Percentage FOCs Received within 48 Hours - Electronically ACREED TO ELIMINATE	
Submitted - LNP with Loop (20+ loops) Percentage FOCs Received within 24 Hours - Electronically ACREED TO ELIMINATE	
Submitted - Livr Complex Dustriess (1-19 miles) Percentage FOC Received within 48 Hours - Electronically Appropriate - Livr Complex Dustriess (1-19 miles)	
94 Percentage FOCs Received within 48 Hours - Electronically Submitted - LNP Complex Business (20-50 lines) AGREED TO ELIMINATE AGREED TO ELIMINATE	
94 Submitted - LNP Complex Business (50+ lines) - "X" Being Negotiated with Notification of Timeframe within 24 Hours	
95 Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes - LNP Only AGREED TO ELIMINATE	
Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes - LNP with Loop AGREED TO ELIMINATE	
25% or Less Pre-Mature Disconnecte texting 10	
96 Percentage Pre-Mature Disconnects for LNP Orders - LNP Only Percent minutes before scheduled due time.	

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CA Verizon 44 - GTE - JPSA 9/7/99

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	96	Percentage Pre-Mature Disconnects for LNP Orders - LNP with Loop	Percent	2% or Less Pre-Mature Disconnects starting 10 minutes before scheduled due time.			
	97	Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date - LNP Only	Percent	96.5%			
	97	Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date - LNP with Loop	Percent	96.5%			
	98	Percentage Stand Alone LNP I-Reports in 10 Days	Percent	Parity with SWBT Retail POTS - No Field Work			
	99	Average Delayed Days for SWBT Missed Due Dates for Stand Alone LNP Orders	Days	Parity with SWBT Retail POTS - No Field Work			
	100	Average Time of Out of Service for LNP Conversions	HH:MM	60 Minutes unless a different industry guideline is established that will override the benchmark referenced here.			
	101	Percent Out of Service < 60 Minutes	Percent	96.5%			
911 Measurements	911 M	easurements			911 Measurements		911 Measurements
	102	Average Time to Clear Errors	HH:MM	Parity			
	102	Percent Accuracy for 911 Database Updates (Facilities Based Providers)	Percent	Parity			
	104	Average Time Required to Update 911 database (Facilities Based Providers)	HH:MM	Parity			
	104.1-P	,	HH:MM	Diagnostic			
Poles, Conduit and Rights of Way	Poles	, Conduit and Rights of Way			Poles, Conduit and Rights of Way		Poles, Conduit and Rights of Way
	105	Percentage of requests processed within 35 Days	Percent				
	106	Average Days Required to Process a Request	Days	90% within 35 days - Benchmark will be established during the 6 month review.			
							Collegation
Collocation	Colloc		Percent	95% within Due Date	Collocation		Collocation
Collocation	107	Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared	Percent		Collocation		Collocation
Collocation		Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared Cage Percentage Missed Collocation Due Dates - Physical - Caged	Percent Percent	95% within Due Date	Collocation		Collocation
Collocation	107	Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared Cage	Percent		Collocation		Collocation
Collocation	107 107 107	Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared Cage Percentage Missed Collocation Due Dates - Physical - Caged Common Percentage Missed Collocation Due Dates - Physical - Cageless Percentage Missed Collocation Due Dates - Physical - Adjacent	Percent Percent	95% within Due Date 95% within Due Date	Collocation		Collocation
Collocation	107 107 107 107	Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared Cage Percentage Missed Collocation Due Dates - Physical - Caged Common Percentage Missed Collocation Due Dates - Physical - Cageless Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent	Percent Percent	95% within Due Date 95% within Due Date 95% within Due Date	Collocation		Collocation
Collocation	107 107 107 107 107 107 107	Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared Cage Percentage Missed Collocation Due Dates - Physical - Caged Common Percentage Missed Collocation Due Dates - Physical - Cageless Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OffSite Percentage Missed Collocation Due Dates - Physical - Adjacent OffSite Percentage Missed Collocation Due Dates - Physical - Augments to Physical Collocation	Percent Percent Percent	95% within Due Date	Collocation		Collocation
Collocation	107 107 107 107 107	Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared Cage Percentage Missed Collocation Due Dates - Physical - Caged Common Percentage Missed Collocation Due Dates - Physical - Cageless Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OffSite Percentage Missed Collocation Due Dates - Physical - Augments to Physical Collocation Percentage Missed Collocation Due Dates - Physical - Virtual	Percent Percent Percent Percent Percent	95% within Due Date	Collocation		Collocation
Collocation	107 107 107 107 107 107 107	Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared Cage Percentage Missed Collocation Due Dates - Physical - Caged Common Percentage Missed Collocation Due Dates - Physical - Cageless Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OffSite Percentage Missed Collocation Due Dates - Physical - Adjacent OffSite Percentage Missed Collocation Due Dates - Physical - Augments to Physical Collocation	Percent Percent Percent Percent Percent Percent	95% within Due Date	Collocation		
Collocation	107 107 107 107 107 107 107 107	Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared Cage Percentage Missed Collocation Due Dates - Physical - Caged Common Percentage Missed Collocation Due Dates - Physical - Cageless Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OffSite Percentage Missed Collocation Due Dates - Physical - Augments to Physical Collocation Percentage Missed Collocation Due Dates - Physical - Virtual Percentage Missed Collocation Due Dates - Physical - Augments to Virtual. Percentage Missed Collocation Application Response Due Dates -	Percent Percent Percent Percent Percent Percent Percent Percent Percent	95% within Due Date	Collocation		
Collocation	107 107 107 107 107 107 107 107 107	Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared Cage Percentage Missed Collocation Due Dates - Physical - Caged Common Percentage Missed Collocation Due Dates - Physical - Cageless Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OffSite Percentage Missed Collocation Due Dates - Physical - Augments to Physical Collocation Percentage Missed Collocation Due Dates - Physical - Virtual Percentage Missed Collocation Due Dates - Physical - Augments to Virtual. Percentage Missed Collocation Application Response Due Dates Caged, Shared Cage, Caged Common, Cageless, Adjacent OnSite, Adjacent OffSite, Augments to Physical Collocation, Virtual, Augments to Virtual.	Percent Percent Percent Percent Percent Percent Percent Percent Percent	95% within Due Date			
Collocation	107 107 107 107 107 107 107 107 107 107.1-P	Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared Cage Percentage Missed Collocation Due Dates - Physical - Caged Common Percentage Missed Collocation Due Dates - Physical - Cageless Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OffSite Percentage Missed Collocation Due Dates - Physical - Augments to Physical Collocation Percentage Missed Collocation Due Dates - Physical - Virtual Percentage Missed Collocation Due Dates - Physical - Augments to Virtual. Percentage Missed Collocation Due Dates - Physical - Augments to Virtual. Percentage Missed Collocation Application Response Due Dates Caged, Shared Cage, Caged Common, Cageless, Adjacent OnSite, Adjacent OffSite, Augments to Virtual. Average Delay Days for SWBT Missed Due Dates - Caged Average Delay Days for SWBT Missed Due Dates - Shared Cage	Percent Percent Percent Percent Percent Percent Percent AGREED T	95% within Due Date			
Collocation	107 107 107 107 107 107 107 107 107 107.1-P	Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared Cage Percentage Missed Collocation Due Dates - Physical - Caged Cage Percentage Missed Collocation Due Dates - Physical - Cageless Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OffSite Percentage Missed Collocation Due Dates - Physical - Augments to Physical Collocation Due Dates - Physical - Augments to Physical Collocation Due Dates - Physical - Virtual Percentage Missed Collocation Due Dates - Physical - Augments to Virtual. Percentage Missed Collocation Due Dates - Physical - Augments to Virtual. Percentage Missed Collocation Application Response Due Dates - Caged, Shared Cage, Caged Common, Cageless, Adjacent OffSite, Augments to Virtual. Average Delay Days for SWBT Missed Due Dates - Caged Average Delay Days for SWBT Missed Due Dates - Caged Common	Percent Percent Percent Percent Percent Percent Percent AGREED T Days Days Days	95% within Due Date 10% of the tarriffed Intervals. 10% of the tarriffed Intervals.			
Collocation	107 107 107 107 107 107 107 107 107 107.1-P	Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared Cage Percentage Missed Collocation Due Dates - Physical - Caged Common Percentage Missed Collocation Due Dates - Physical - Cageless Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OffSite Percentage Missed Collocation Due Dates - Physical - Augments to Physical Collocation Percentage Missed Collocation Due Dates - Physical - Virtual Percentage Missed Collocation Due Dates - Physical - Augments to Virtual. Percentage Missed Collocation Due Dates - Physical - Augments to Virtual. Percentage Missed Collocation Application Response Due Dates - Caged, Shared Cage, Caged Common, Cageless, Adjacent OnSite, Adjacent OffSite, Augments to Virtual. Average Delay Days for SWBT Missed Due Dates - Caged Average Delay Days for SWBT Missed Due Dates - Caged Common Average Delay Days for SWBT Missed Due Dates - Cageless	Percent Percent Percent Percent Percent Percent Percent AGREED T Days Days	95% within Due Date			
Collocation	107 107 107 107 107 107 107 107 107 107.1-P 108 108 108 108	Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared Cage Percentage Missed Collocation Due Dates - Physical - Caged Cage Percentage Missed Collocation Due Dates - Physical - Caged Common Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OffSite Percentage Missed Collocation Due Dates - Physical - Augments to Physical Collocation Due Dates - Physical - Augments to Physical Collocation Due Dates - Physical - Augments to Virtual Percentage Missed Collocation Due Dates - Physical - Augments to Virtual. Percentage Missed Collocation Application Response Due Dates - Caged, Shared Cage, Caged Common, Cageless, Adjacent OnSite, Adjacent OffSite, Augments to Virtual. Average Delay Days for SWBT Missed Due Dates - Caged Average Delay Days for SWBT Missed Due Dates - Caged Common Average Delay Days for SWBT Missed Due Dates - Cageless Average Delay Days for SWBT Missed Due Dates - Cageless Average Delay Days for SWBT Missed Due Dates - Adjacent OnSite	Percent Percent Percent Percent Percent Percent Percent Percent AGREED T Days Days Days Days Days	95% within Due Date 10% of the tarriffed Intervals. 10% of the tarriffed Intervals. 10% of the tarriffed Intervals.			
Collocation	107 107 107 107 107 107 107 107 107 107.1-P 108 108 108 108	Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared Cage Percentage Missed Collocation Due Dates - Physical - Caged Common Percentage Missed Collocation Due Dates - Physical - Cageless Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OffSite Percentage Missed Collocation Due Dates - Physical - Augments to Physical Collocation Percentage Missed Collocation Due Dates - Physical - Augments to Physical Collocation Due Dates - Physical - Augments to Virtual Percentage Missed Collocation Due Dates - Physical - Augments to Virtual. Percentage Missed Collocation Due Dates - Physical - Augments to Virtual. Percentage Missed Collocation Application Response Due Dates - Caged, Shared Cage, Caged Common, Cageless, Adjacent OnSite, Adjacent OffSite, Augments to Virtual. Average Delay Days for SWBT Missed Due Dates - Caged Average Delay Days for SWBT Missed Due Dates - Caged Common Average Delay Days for SWBT Missed Due Dates - Cageless Average Delay Days for SWBT Missed Due Dates - Adjacent OnSite Average Delay Days for SWBT Missed Due Dates - Adjacent OnSite Average Delay Days for SWBT Missed Due Dates - Adjacent OnSite Average Delay Days for SWBT Missed Due Dates - Adjacent OnSite	Percent Days Days Days Days Days Days	95% within Due Date 10% of the tarriffed Intervals.	Collocation		
Collocation	107 107 107 107 107 107 107 107 107 107.1-P 108 108 108 108 108	Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared Cage Percentage Missed Collocation Due Dates - Physical - Caged Common Percentage Missed Collocation Due Dates - Physical - Cageless Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OffSite Percentage Missed Collocation Due Dates - Physical - Adjacent OffSite Percentage Missed Collocation Due Dates - Physical - Augments to Physical Collocation Due Dates - Physical - Augments to Physical Collocation Due Dates - Physical - Augments to Virtual Percentage Missed Collocation Due Dates - Physical - Augments to Virtual Percentage Missed Collocation Due Dates - Physical - Augments to Virtual Percentage Missed Collocation Application Response Due Dates - Caged, Shared Cage, Caged Common, Cageless, Adjacent OnSite, Adjacent OffSite, Augments to Virtual. Average Delay Days for SWBT Missed Due Dates - Caged Average Delay Days for SWBT Missed Due Dates - Caged Common Average Delay Days for SWBT Missed Due Dates - Cageless Average Delay Days for SWBT Missed Due Dates - Adjacent OnSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SwBT Missed Due Dates - Adjacent OffSite Average Delay Days for SwB	Percent Percent Percent Percent Percent Percent Percent Percent Descript Days Days Days Days Days Days Days Days	95% within Due Date 10% of the tarriffed Intervals.	Collocation		
Collocation	107 107 107 107 107 107 107 107 107 107.1-P 108 108 108 108	Percentage Missed Collocation Due Dates - Physical - Caged Percentage Missed Collocation Due Dates - Physical - Shared Cage Percentage Missed Collocation Due Dates - Physical - Caged Cage Percentage Missed Collocation Due Dates - Physical - Caged Common Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OnSite Percentage Missed Collocation Due Dates - Physical - Adjacent OffSite Percentage Missed Collocation Due Dates - Physical - Augments to Physical Collocation Due Dates - Physical - Augments to Physical Collocation Due Dates - Physical - Augments to Virtual Percentage Missed Collocation Due Dates - Physical - Augments to Virtual. Percentage Missed Collocation Due Dates - Physical - Augments to Virtual. Percentage Missed Collocation Application Response Due Dates - Caged, Shared Cage, Caged Common, Cageless, Adjacent OnSite, Adjacent OffSite, Augments to Virtual. Average Delay Days for SWBT Missed Due Dates - Caged Average Delay Days for SWBT Missed Due Dates - Caged Common Average Delay Days for SWBT Missed Due Dates - Cageless Average Delay Days for SWBT Missed Due Dates - Adjacent OnSite Average Delay Days for SWBT Missed Due Dates - Adjacent OnSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Augments to Average Delay Days for SWBT Missed Due Dates - Adjacent OffSite Average Delay Days for SWBT Missed Due Dates - Augments to Days for SWBT Missed Due Dates - Augments to OffSite Average Delay Days for SWBT Missed Due Date	Percent Percent Percent Percent Percent Percent Percent Percent Percent Days Days Days Days Days Days Days Days	95% within Due Date 10% of the tarriffed Intervals.			

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CA Verizon 44 - GTE - JPSA 9/7/99

				0,1,00			0. 0, 1, 0	
	109 Percent of Requests Processed Within the Tariffed Timeliness - Shared Cage	Percent 90% within the tariff timeline.						
	109 Percent of Requests Processed Within the Tariffed Timeliness - Shared Cage	Percent 90% within the tariff timeline.						
	109 Percent of Requests Processed Within the Tariffed Timeliness - Caged Common	Percent 90% within the tariff timeline.						
	109 Percent of Requests Processed Within the Tariffed Timeliness - Cageless	Percent 90% within the tariff timeline.						
	109 Percent of Requests Processed Within the Tariffed Timeliness - Adjacent OnSite	Percent 90% within the tariff timeline.						
	109 Percent of Requests Processed Within the Tariffed Timeliness - Adjacent OffSite	Percent 90% within the tariff timeline.						
	109 Percent of Requests Processed Within the Tariffed Timeliness - Augments to Physical Collocation	Percent 90% within the tariff timeline.						
	109 Percent of Requests Processed Within the Tariffed Timeliness -	Percent 90% within the tariff timeline.						
	109 Percent of Requests Processed Within the Tariffed Timeliness - Augments to Virtual	Percent 90% within the tariff timeline.						
			40	Time to Respond to a Collocation Request - Space Availability		00% in 15 Days	40 Time to Respond to a Collocation Request - Space Availability	Percent
			40	Time to Respond to a Collocation Request - Price and Schedule Quote	Percent 10	00% in 30 Days	Time to Respond to a Collocation Request - Price and Schedule Quote	Percent
			41		Percent 9	00/ in 00	41 Time to Provide a Collocation Arrangement - New	Percent
			41	Time to Provide a Collocation Arrangement - Augment	Percent 10	00% in 80 Days	41 Time to Provide a Collocation Arrangement - Augment	Percent
Coordinated Communicate	Coordinated Communicate		000	andinated Communicate			Coordinated Communicate	
Coordinated Conversions	Coordinated Conversions		Co	ordinated Conversions			Coordinated Conversions	4
	114 Percentage of Premature Disconnects for CHC - LNP with Loop	Percent ≤ 2%						
	Percentage of Premature Disconnects for FDT - LNP with Loop Lines	Percent ≤ 2%						
	114.1 CHC/FDT LNP with Loop Provisioning Interval - CHC - LNP with Loop - (<10 lines)	For < 10 Lines = 90% w/in 1 hr. For 10-24 lines = 90% w/in 2 hrs.						
	114.1 CHC/FDT LNP with Loop Provisioning Interval - CHC - LNP with Loop - (10-24 lines)	For - 10 Lines - 000/ w/in 1						
	114.1 CHC/FDT LNP with Loop Provisioning Interval - FDT - LNP with Loop - (<10 lines)	For - 10 Lines - 000/ w/in 1						
	114.1 CHC/FDT LNP with Loop Provisioning Interval - FDT - LNP with Loop - (10-24 lines)	Percent For < 10 Lines = 90% w/in 1 hr. For 10-24 lines = 90% w/in 2 hrs.						
	115 Percent Provisioning Trouble Reports - CHC	Percent ≤ 5% on the day of conversion or before noon the next business day.						
	115 Percent Provisioning Trouble Reports - FDT	Percent ≤ 5% on the day of conversion or before noon the next business day.						
	115.1-P Mean Time to Restore - CHC	8.0 dB Loop w/Test Access = Parity with POTS (Res/Bus) 8.0 dB Loop without Testt Access = Parity with POTS (Res/Bus NFW) 5.0 dB Loop with Test Access and without Test Access = Parity with SWBT Non Switched VGPL						
	115.1 Mean Time to Restore - FDT	8.0 dB Loop w/Test Access = Parity with POTS (Res/Bus) 8.0 dB Loop without Test Access = Parity with POTS (Res/Bus NFW) 5.0 dB Loop with Test Access and without Test Access = Parity with SWBT Non Switched VGPL	,					
	115.2 Mean Time to Restore - Provisioning Trouble Report - CHC	HH:MM No Benchmark. To be reviewed at 6 month review						
	116 Percentage of Missed Mechanized INP Conversions	AGREED TO ELIMINATE						+
			9	Coordinated Customer Conversions as a Percentage on Time - Res	Percent Re	etail - Res	Goordinated Customer Conversions as a Percentage on Time - Res	Percent
	<u> </u>			1.00	L	1-1	1.00	

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

									3/1/33				
								9	Coordinated Customer Conversions as a Percentage on Time -	Percent	Retail - Bus	Goordinated Customer Conversions as a Percentage on T	ime - Percer
								J	Bus	1 Clocit	rtetaii Bus	Bus	1 01001
									Coordinated Customer Conversions as a Percentage on Time -		Retail - PNP-	Coordinated Customer Conversions as a Percentage on T	ime -
								9	PNP-Port Out	Percent	Port In/Back	9 PNP-Port Out	rme - Percer
AV. 4				NIXX				NIV	V.M.			NVV M	
	asures			NXX	Measures				X Measures			NXX Measures	
P-1	NXX Code Activation	Percent	Parity			_		26	NXX Loaded by LERG Effective Date	Percent	Parity	26 NXX Loaded by LERG Effective Date	Percer
				117 118	Percent NXXs loaded and tested by the LERG effective Date	Percent	Parity Parity						
				118	Average Delayed Days for NXX Loading and Testing Mean Time to Repair	Days	O ELIMINATE						
				119	Mean Time to Repair	AGREED I	J ELIVIINATE						
ona Eig	de/Special Request Process (BF	De)		Rona	Fide/Special Request Process (BFRs)			Bo	na Fide/Special Request Process (BFRs)			Bona Fide/Special Request Process (BFRs)	
ла п	de/Special Request Frocess (Br	N9)		Dolla	Flue/Special Request Flocess (BFRs)			1-10	la Flue/Special Request Flocess (BFRs)			Bolla Flue/Special Request Flocess (BFRs)	
				120	Percentage of Requests Processed Within 30 Business Days	Percent	90%						
					Percentage of Quotes Provided for Authorized BFRs/Special								
				121	Requests within "10" Days - New Network Elements that are	Percent	90%						
					operational at the time of the request								
					Percentage of Quotes Provided for Authorized BFRs/Special								
				121	Requests within "30" Days - New Network Elements that are	Percent	90%						
					Ordered by the FCC Percentage of Quotes Provided for Authorized BFRs/Special								
				121	Requests within "90" Days - New Network Elements	Percent	90%						
				122	Percent of Manual LVAS Updates Completed with "X hours	AGREED T	D ELIMINATE	\vdash				+ +	
				123-P		Percent	90%						
				124	Timely resolution of significant Software Failures related with	Percent	95%						
					Releases (Percent with 48hrs)	i Giodiil	5570				1		
				124 NEW	Percent of Updates in 24 hrs to Line Information Database - LD	Percent	98%						
		1		NEW 124	PIC (UNE-P and LVAS) Percent of Updates in 24 hrs to Line Information Database -								
				NEW	INTRALATA PIC (UNE-P and LVAS)	Percent	98%						
				125	Percent Line Information Database Update Accuracy	AGREED T	O ELIMINATE						
				126	Potential Special Construction Measure								
				127	Potential Special Construction Measure								
				128 129	Potential Special Construction Measure Potential Special Construction Measure								
				130	Potential Special Construction Measure Potential Special Construction Measure								
					·	_	Diagnostic - Expectation of						
				MI - 1	Percentage of Orders Given Jeopardy Notices - POTS - Business	Percent	Parity with Retail POTS						
				MI - 1	Percentage of Orders Given Jeopardy Notices - POTS -	Percent	Diagnostic - Expectation of						
				IVII - I	Residence	1 GIGGIII	Parity with Retail POTS						
				MI - 1	Percentage of Orders Given Jeopardy Notices - POTS - Field Work	Percent	Diagnostic - Expectation of Parity with Retail POTS						
					Percentage of Orders Given Jeopardy Notices - POTS - Non-Field		Diagnostic - Expectation of						
				MI - 1	Work	Percent	Parity with Retail POTS						
				MI - 1	Percentage of Orders Given Jeopardy Notices - Resale Specials -	Percent	Diagnostic - Expectation of						
				IVII - I	Field Work	reiceiii	Parity with Retail POTS						
				MI - 1	Percentage of Orders Given Jeopardy Notices - Resale Specials -	Percent	Diagnostic - Expectation of						
					Non-Field Work		Parity with Retail POTS Diagnostic - Expectation of						
				MI - 1	Percentage of Orders Given Jeopardy Notices - Unbundled Loops	Percent	Parity with Retail POTS with						
					Total lage of Gradia Civer acopardy Notices Oribanated Ecops	1 CIOCIII	Field Work						
							Diagnostic - Expectation of						
				MI - 1	Percentage of Orders Given Jeopardy Notices - LNP with Loop	Percent	Parity with Retail POTS with						
							Field Work				1		
				MI - 1	Percentage of Orders Given Jeopardy Notices - UNE Combos	Percent	Diagnostic - Expectation of Parity with Retail POTS (all)						
				H	Percentage of Orders Given Jeopardy Notices within 24 Hours of		Diagnostic - Expectation of			1	+ +	++	
				MI - 2	the Due Date - POTS - Business	Percent	Parity with Retail POTS						
			-		Percentage of Orders Given Jeopardy Notices within 24 Hours of	Percent	Diagnostic - Expectation of						
					the Due Date - POTS - Residence	. 5.5511	Parity with Retail POTS				1		
					Percentage of Orders Given Jeopardy Notices within 24 Hours of the Due Date - POTS - Field Work	Percent	Diagnostic - Expectation of Parity with Retail POTS						
				H	Percentage of Orders Given Jeopardy Notices within 24 Hours of	_	Diagnostic - Expectation of	\vdash			+		
					the Due Date - POTS - Non-Field Work	Percent	Parity with Retail POTS						
					Percentage of Orders Given Jeopardy Notices within 24 Hours of	Percent	Diagnostic - Expectation of						
					the Due Date - Resale Specials - Field Work	reiteill	Parity with Retail POTS						
					Percentage of Orders Given Jeopardy Notices within 24 Hours of	Percent	Diagnostic - Expectation of						
-					the Due Date - Resale Specials - Non-Field Work		Parity with Retail POTS Diagnostic - Expectation of	\vdash			+		
					Percentage of Orders Given Jeopardy Notices within 24 Hours of	Percent	Parity with Retail POTS with						
					the Due Date - Unbundled Loops	. 5.0011	Field Work						
					Percentage of Orders Given Jeopardy Notices within 24 Hours of		Diagnostic - Expectation of						
					the Due Date - LNP with Loop	Percent	Parity with Retail POTS with Field Work						

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

				3/1/33	31 3A 3/1/33
		Percentage of Orders Given Jeopardy Notices within 24 Hours of the Due Date UNE Combos Percentage of Orders Given Jeopardy Notices within 24 Hours of the Due Date UNE Combos	Diagnostic - Expectation of Parity with Retail POTS (all		
MI	II - 3	Coordination Conversions Outside of Interval - Unbundled Loops Percei			
	II - 4	Average Time to Provide a Collocation Arrangement - Physical Days	-		
		COIIOCATION	-		
MI	II - 5	Access Percei	nt Diagnostic		
MI	II - 5	Structure Requests Completed Outside of Interval - Field Survey Percei	nt Diagnostic		
		Structure Requests Completed Outside of Interval - Make Ready Percei			
	II - 9	Percent Missing FOCs - Resale Percei			
	II - 9	Percent Missing FOCs - UNE (Loops, LNP, and LSNP) Percent Missing FOCs - UNE (Loops, LNP, and LSNP)			
	II - 9 I - 10	Percent Missing FOCs - UNE-P Percent Time-Out Transactions - Address Verification Percent Percent Time-Out Transactions - Address Verification			
	I - 10	Percent Time-Out Transactions - Request for Telephone Number Percent Time-Out Transactions - Request for CSR Percent Time-Out Transactions - Request for CSR Percent Time-Out Transactions - Request for CSR			
	I - 10	Percent Time-Out Transactions - Request for CSR Percent Percent Time-Out Transactions - Service Availbility Percent Time-Out Transactions - Service Availbility Percent Time-Out Transactions - Request for CSR Percent Time-Out Time-Out Transactions - Request for CSR Percent Time-Out Tim			
	1 - 10	Percent Time-Out Transactions - Service Availability Percent Percent Time-Out Transactions - Dispatch Required Percent			
	l - 10	Percent Time-Out Transactions - PIC Percei			
	l - 10	Percent Time-Out Transactions - FAC/SAV Percent			
MI	l - 10	Percent Time-Out Transactions - DSL Loop Qualification Percent	nt Diagnostic		
	l - 10	Percent Time-Out Transactions - NC/NCI Percent			
	- 10	Percent Time-Out Transactions - CFA Availability Percent			
	1 - 11	Average Interface Outage Notification HH:MI			
	l - 12	Average Time to Clear Service Order Errors - Resale Days Average Time to Clear Service Order Errors - UNE-P Days			
		Developed and Notification with 1 Hour of Consider Order	·		
	l - 13	Percentage Loss Notification with 1 Hour of Service Order Completion - Resale Percentage Loss Notification with 1 Hour of Service Order	nt 95% within one hour		
MI	l - 13	Completion - UNE Loops	nt 95% within one hour		
MI	l - 13	Percentage Loss Notification w/in 1 Hour of Service Order Completion - LNP Percentage Loss Notification w/in 1 Hour of Service Order	nt 95% within one hour		
MI	l - 13	Percentage Loss Notification w/in 1 Hour of Service Order Completion - UNE-P Percen	nt 95% within one hour		
MI	l - 14	Percent Completion Notifications Returned w/in "X" Hours of Completion of Maintenance Trouble Ticket - Resale Manual - < 1 Calendar Day	95% within the specified interval		
		Percent Completion Notifications Returned w/in "X" Hours of Completion of Maintenance Trouble Ticket - Resale Electronic - < Percer 1 Hour	95% within the specified interval		
		Percent Completion Notifications Returned win "X" Hours of Completion of Maintenance Trouble Ticket - UNE Loops Manual - < 1 Calendar Day	95% within the specified interval		
		Percent Completion Notifications Returned w/in "X" Hours of Completion of Maintenance Trouble Ticket - UNE Loops Percent	95% within the specified		
		Percent Completion Notifications Returned w/in "X" Hours of	interval		
		Completion of Maintenance Trouble Ticket - UNE P Manual - < 1 Percer Calendar Day	95% within the specified interval		
		Percent Completion Notifications Returned w/in "X" Hours of Completion of Maintenance Trouble Ticket - UNE P Electronic - < 1 Hour	95% within the specified interval		
MI	I - 15	Change Management - Changes to Existing Interfaces - Category 1 - Gateway > 110 Days	> 95% notices should be o time based on group and category. This measuremen is DRAFT and subject to finalization of the regional (1 state) change managemen process	nt 3	
MI	l - 15	Change Management - Changes to Existing Interfaces - Category 2 - GUI > 14 Days	> 95% notices should be o time based on group and category. This measurement is DRAFT and subject to finalization of the regional (1 state) change managemen process	nt 3	

"Negotiated" - SBC - V1.7

CA Verizon 44 - GTE - JPSA 9/7/99

		3/1/33	01 OA 3/1/33
MI - 18	Change Management - Introduction of New Interfaces - Category 1 - Gateway > 110 Days Percent	> 95% notices should be on time based on group and category. This measurement is DRAFT and subject to finalization of the regional (13 state) change management process	
MI - 18	Change Management - Introduction of New Interfaces - Category 2 - GUI > 14 Days	> 95% notices should be on time based on group and category. This measurement is DRAFT and subject to finalization of the regional (13 state) change management process	
MI - 18	Change Management - Retirements of Existing Interfaces - Group A - Retail Interfaces > 12 Months Percent	> 95% notices should be on time based on group and category. This measurement is DRAFT and subject to finalization of the regional (13 state) change management process	
MI - 15	Change Management - Retirements of Existing Interfaces - Group B - Wholesale Interfaces	> 95% notices should be on time based on group and category. This measurement is DRAFT and subject to finalization of the regional (13 state) change management process	
MI - 18	Change Management - Retirements of Existing Interfaces - Category 1 - Gateway > 24 Months Percent	> 95% notices should be on time based on group and category. This measurement is DRAFT and subject to finalization of the regional (13 state) change management process	
MI - 15	Change Management - Retirements of Existing Interfaces - Category 1 - GUI > 12 Months Percent	> 95% notices should be on time based on group and category. This measurement is DRAFT and subject to finalization of the regional (13 state) change management process	
MI - 16	Percentage Rejected Query Notices - Address Verification Percent	Diagnostic	
MI - 16	Descenting Dejected Overs National Degreet for Telephone	Diagnostic	
		Dispusation	
MI - 16		Diagnostic	
MI - 16		Diagnostic	
MI - 16		Diagnostic	
MI - 16		Diagnostic	
MI - 16		Diagnostic	
	Percentage Rejected Query Notices - DSL Loop Qualification Percent	Diagnostic	
MI - 16		Diagnostic	
MI - 16	Percentage Rejected Query Notices - CFA Availability Percent	Diagnostic	

Standard Parity with Retail 99.25% 97% in 15 minutes

> Parity 95%

Parity

95%

Parity

95%

Parity 95% Parity 95% Parity 95% Parity 95%

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TBD	
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20 Minutes 6 Hours 12 Hours 7 Days 4 Days TBD TBD TBD Parity Parity Parity

> Parity with POTS -Business Fielded

Parity with POTS -Business Assured

Parity with ISDN (BRI)

Parity with ADSL Parity with ISDN (PRI)/DS1)

Parity with POTS Business (fielded)

Parity with Centrex

Parity with DS1/ISDN(P RI)

Parity with PBX DID

Parity with HICAP

Parity with Analogous Retail Service

Parity with ILEC Dedicated Trunks

Parity with POTS -Business Fielded Parity with POTS -Business Assured

Parity with ISDN (BRI)

Parity with ADSL

Parity with ISDN (PRI)/DS1) Parity with POTS

Business (fielded) Parity with Centrex

Parity with DS1/ISDN(P RI)

Parity with PBX DID

Parity with HICAP

Parity with
Analogous
Retail
Service
Parity with
ILEC
Dedicated
Trunks

Parity with POTS - Business Fielded

Parity with POTS -Business Assured

Parity with ISDN (BRI)

Parity with ADSL

Parity with ISDN (PRI)/DS1) Parity with POTS

Business (fielded)

Parity with Centrex

Parity with DS1/ISDN(P RI)

Parity with PBX DID

Parity with HICAP

Parity with Analogous
Retail
Service
Parity with
ILEC
Dedicated
Trunks

20 Minutes 90% Parity with POTS -Business Fielded

Parity with POTS -Business Assured

Parity with ISDN (BRI)

Parity with ADSL

Parity with ISDN (PRI)/DS1) Parity with POTS Business (fielded)

Parity with Centrex

Parity with DS1/ISDN(P RI)

Parity with PBX DID

Parity with HICAP Parity with Analogous Retail

Service

Parity with ILEC Dedicated Trunks

Parity with POTS -Business Fielded Parity with POTS -

Business Assured

Parity with ISDN (BRI)

Parity with ADSL

Parity with ISDN (PRI)/DS1) Parity with POTS Business (fielded)

Parity with Centrex

Parity with DS1/ISDN(P RI)

Parity with PBX DID

Parity with HICAP

Parity with Analogous Retail Service

Parity with ILEC

Dedicated Trunks

Parity with Retail Services

Parity with Retail Services (Outside Plant Disposition Codes) Parity with Retail Services (Central Office Disposition Codes)

TBD

Parity with Retail Services

Parity with Retail Services (Outside Plant Disposition Codes)

Parity with
Retail
Services
(Central
Office
Disposition
Codes)

TBD

Parity with POTS -Business Fielded

Parity with POTS -Business Assured

Parity with ISDN (BRI)

Parity with ADSL

Parity with ISDN (PRI)/DS1) Parity with POTS

Business (fielded)

Parity with Centrex Parity with DS1/ISDN(P RI)

Parity with PBX DID

Parity with HICAP Parity with

Analogous Retail Service

Parity with ILEC Dedicated Trunks

TBD

Parity with POTS -Business Fielded

Parity with POTS -Business Assured

Parity with ISDN (BRI)

Parity with ADSL

Parity with ISDN (PRI)/DS1) Parity with POTS

Business (fielded)

Parity with Centrex

Parity with DS1/ISDN(P RI)

Parity with PBX DID

Parity with HICAP

Parity with Analogous
Retail
Service
Parity with
ILEC

Dedicated

Trunks 20 Minutes 20 Minutes

20 Minutes

5 Hours

5 Hours 5 Hours

10 Hours

Parity

Parity with POTS -Business Fielded

Parity with POTS -Business Assured

Parity with ISDN (BRI)

Parity with ADSL

Parity with ISDN (PRI)/DS1)

Parity with POTS Business (fielded)

Parity with Centrex

Parity with DS1/ISDN(P RI)

Parity with PBX DID

Parity with HICAP

Parity with Analogous Retail Service

Parity with ILEC Dedicated Trunks

Parity with Retail

Parity with POTS -Business (Fielded)

Parity with POTS -Business (Fielded)

Parity with Analogous Retail Service

Parity with POTS - Business (Fielded) Parity with POTS - Business (Assured)

Parity with ISDN (BRI)

Parity with ADSL

Parity with ISDN (PRI)/DS1 Parity with POTS Business (Fielded)

> Parity with Centrex

Parity with PBX DID

Parity with Centrex

Parity with DS1/ISDN (PRI)

Parity with HICAP

Parity with Analogous Retail Service

ILEC Dedicated Trunks

TBD

Parity with POTS -Business (Fielded)

Parity with POTS -Business (Assured) Parity with ISDN (BRI)

Parity with ADSL

Parity with ISDN (PRI)/DS1

Parity with POTS Business (Fielded)

Parity with Centrex

Parity with PBX DID Parity with Centrex

Parity with DS1/ISDN (PRI)

Parity with HICAP

Parity with Analogous Retail Service ILEC Dedicated Trunks

TBD Parity with POTS -Business (Fielded) Parity with POTS -Business (Assured) Parity with ISDN (BRI)

Parity with ADSL

Parity with ISDN (PRI)/DS1

Parity with POTS Business (Fielded)

Parity with Centrex

Parity with PBX DID

Parity with Centrex

Parity with DS1/ISDN (PRI)

Parity with HICAP

Parity with Analogous Retail

Service
ILEC
Dedicated
Trunks
TBD

Parity with POTS -Business (Fielded)

Parity with POTS -Business (Assured)

Parity with ISDN (BRI)

Parity with ADSL

Parity with ISDN (PRI)/DS1

Parity with POTS Business (Fielded)

Parity with Centrex Parity with PBX DID

Parity with Centrex

Parity with DS1/ISDN (PRI)

Parity with HICAP

Parity with Analogous Retail Service

ILEC Dedicated

Trunks

TBD

Parity with Retail

Parity with Retail

90%

Parity with Retail

Parity with Retail

90%

Parity with Retail

Parity with Retail

> 95% TBD

TBD

Parity with Retail

Parity with Retail

95% within 30 Days

99% within 10 Days

Parity with Retail Parity with Retail

95% in 6 Days

TBD

Parity with Retail 48 Hours

Parity with

Retail 95% in 8

days

Parity with Retail Parity with Retail Parity with Retail Parity with Retail 2% of Trunk
Groups
blocking at
no more than
2%
Parity with
ILEC Final
Trunk
Groups
Parity



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100% in 15 100% in 15
Days
100% in 30
Days
100% within
intervals set
in its tariff
100% in 80
Days Retail - Res

Retail - Bus Retail - PNP-Port In/Back